



***Department and Agency
Summary Sheets***



Legend for Summary Sheets

Note that changes have been made, specifically to upcoming projects, by the departments and agencies since the summary sheets were written. Consequently, these sheets should not be considered as exhaustive.

Web Site Administered:

The first site listed is the D/A's main site. The others are secondary sites administered by the D/A.

E-Service Objectives:

This section lists e-service objectives clearly stated by the D/A consulted.

“None specified” means that the D/A has not specified its e-service objectives.

2002-2003 Management Report Highlights of E-Services:

If certain sections in the D/A 2002-2003 Management Reports discuss elements related to e-services, these elements are reported in this section.

If the 2002-2003 Management Reports do not discuss elements related to e-services, “None mentioned” is indicated in the summary sheet.

Informational E-Services:

Definition: The informational phase focuses solely on ensuring a presence with a Web site (source: Gartner).

When “General Information” is indicated, this means that the D/A Web site includes the usual basic information (mission, address, list of main programs). The other elements in the summary sheet concern information specific to the D/A, where applicable.

Interactive E-Services:

Definition: The interactive phase enables users to search documents and e-mail members of parliament (source: Gartner).

The summary sheets include the list of the main interactive e-services on the D/A Web sites.

Transactional E-Services:

Definition: The transactional phase focuses on conducting electronic transactions and eliminating most, if not all, interpersonal dealings with the government (source: Gartner).

The summary sheets include the list of the main transactional e-services on the D/A Web sites. This section also includes a description of integrated e-services, where applicable (implies a continuous review of the delivery of services, which includes back-office systems).



APPENDIX (cont'd)

Projects:

The projects listed in this section are those specified by the D/A further to consultations in relation to this report.

Interdepartmental/Agency Projects:

This section lists projects which, after preliminary assessment, can be categorized as horizontal and/or interdepartmental projects. These projects contain elements that can be assumed/shared by several D/As and/or institutions in the networks, and/or contain solutions involving integrated service delivery (e.g., one-stop government service portal).

Expenditures:

This section presents the general expenditures allocated by the D/A to the development and maintenance of e-services and, where applicable, projects related to the use of information and communication technologies. These amounts cannot be compared with each other, since they were not calculated using a standardized evaluation grid.

Agence de l'efficacité énergétique (AEE)

Web Site Administered: <http://www.aee.gouv.qc.ca>

E-Service Objectives:

To present a user-friendly, well-documented and up-to-date site that provides information on the Agency's programs and services.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information on energy consumption.

Interactive E-Services:

- Interactive evaluation service about energy consumption.
- Request for energy inspection.
- Request for information.
- Request for financial assistance.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

\$ 5,000 for updates (per year).
\$25,000 for rebuilding the site.
\$10,000 for future management of the site.

Agence d'évaluation des technologies et des modes d'intervention en santé (AETMIS)

Web Site Administered: <http://www.aetmis.gouv.qc.ca>

E-Service Objectives:

To transfer knowledge to interest groups and disseminate results.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

Publications, results.

Interactive E-Services:

Order for printed scientific documents.

Transactional E-Services:

None.

Projects:

- Efforts to reach the general public.
- Development of a database.
- Interactive forum involving outside professionals and Agency employees.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services: None specified.

Agence métropolitaine de transport (AMT)

Web Site Administered: <http://www.amt.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information about bus and train public transit.
- Business rules and public notices.
- Budget.

Interactive E-Services:

For citizens:

Mail delivery of transit tickets; subscription to the information system for disruptions, memos, events; electronic information bulletins; on-line surveys.

For businesses:

Subscription to the on-line electronics survey directory.

For organizations:

Subscription to certain seminars or conferences organized by the AMT.

For the media:

Subscription to mail information services.

Transactional E-Services:

None.

Projects:

- Link the information portal to sources of information on public transit.
- Subscription to information services by the SMS.
- Activate on-line job postings.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

\$75,000 (per year).

Autorité des marchés financiers

Web Site Administered:

<http://www.lautorite.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

No report (the *Autorité* has only been operating since February 1, 2004).

List of On-Line E-Services:

Informational E-Services:

- Investment advice and brochures available for downloading on informed investing.
- How to make a complaint, how to submit a claim.
- Regulations on securities and financial institutions.
- Job opportunities.
- Corporate information about the *Autorité*.

Interactive E-Services:

List of licensed businesses and individuals.

Transactional E-Services:

Subscription service for the newsletter.

Projects:

Non specified.

Interdepartmental/Agency Project:

Non specified.

Expenditures:

Appropriations Allocated to E-Services:

Non specified.

Bibliothèque nationale (BNQ)

Web Site Administered: <http://www.bnquebec.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

ON-LINE SERVICES

The DGTIT promotes the implementation of computerized information systems to make BNQ services available to all Quebecers, anywhere in Québec. The new Web site, the result of merging its two predecessors, has been standardized, and close attention given to ensuring it complies with WAI international access standards (Web Accessibility Initiative) for the visually impaired. The BNQ's on-line reference resources - IRS catalogue, virtual library and BREF database - continue to be frequently used by the public, both in Québec and elsewhere. Given the current staffing procedure for the *Grande Bibliothèque*, a curriculum vitae management system has been integrated into the BNQ Web site. Anyone wishing to do so can sign in and submit his/her application, either for an available position or to express an interest in a future position. An electronic version of the *Bibliographie du Québec* has been developed (p. 38).

THE TECHNOLOGICAL INFRASTRUCTURE

To meet the needs of the new management system, a new technological architecture is also being implemented for which new Unix and Windows servers and new telecommunications equipments have been acquired. These purchases led to a complete restructuring of the BNQ's Head Office computer room and backup systems (uninterruption power system (UPS), air-conditioning and fire protection). BNQ employees and users of on-line services can now enjoy a connection that is three times faster than previously (up from 1.5 to 4 Mb/s). The computer links between the buildings on Holt, de l'Esplanade and St-Denis streets were also upgraded (T1 line) (p. 38).

List of On-Line E-Services:

Informational E-Services:

- WAI level-1 accessibility rules.
- On-line access to the *Bibliographie du Québec*.

Interactive E-Services:

- Documentary search.
- Job offers.

Transactional E-Services:

None.

Projects:

- RMIS: Portal and Internet records management information system.
- WAI level-2 accessibility rules.
- Photo album.
- Virtual exhibit.
- Genealogy section.
- Optimization of electronic collections files.
- New interactive portal for citizens and editors.
- Virtual library.

Interdepartmental/Agency Project:

Electronic resources shared with interested libraries.

Expenditures:

Appropriations Allocated to E-Services:

\$18 million (total for infrastructure).
\$ 3 million (estimated for the Internet section).

Bureau d'audiences publiques sur l'environnement (BAPE)

Web Site Administered: <http://www.bape.gouv.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Reception and Information

All requests received by mail or e-mail were processed in under ten business days, most in under five business days (p. 13).

This year, the BAPE launched several initiatives to improve information and consultation methods, paying close attention to new technologies. It also reworked its Web site to make it more complete and user-friendly. In addition, the almost systematic conversion of the documentation to a digital format has made most documents available on the Internet: From 36% in 2001-2002, the availability of documents grew to over 88% by the end of 2002-2003. Agreements have increased the availability of free Internet access in regional consultation centres, thus opening the way for further upgrades in the coming years (p. 14).

BAPE uses powerful, modern computer tools to meet the needs of the public, and its equipment is constantly being upgraded. In December 2002, the BAPE Web site was completely restructured. Information is added every day and all relevant details of ongoing mandates are posted on the site. The BAPE Web site reflects its activities. Note that all BAPE reports appear under a separate heading and that they have been produced from a completely digital format since June 2001 (p. 19-20).

List of On-Line E-Services:

Informational E-Services:

Availability of numerous documents.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

- Possible interactive project: video and audio conferencing for public hearings.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

\$15,000 (hosting).

Bureau de transition de l'encadrement du secteur financier

Web Site Administered: <http://www.transition-agence.gouv.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

No report published.

List of On-Line E-Services:

Informational E-Services:

General information.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services: None specified.

Caisse de dépôt et placement du Québec (CDPQ)

Web Site Administered: <http://sofinov.lacaisse.com/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Investments in computer projects were decreased at the beginning of the year. [...] Investments were primarily made in electronic document management, integrated transaction processing, and e-services offered to clients. [...] Lastly, the computer architectural plan drawn up in 2000 will be reviewed in 2003 in light of recent technological advances and the business priorities for the upcoming years, i.e., security, the continuation of business, the effectiveness of transaction regulations, risk management and the monitoring of operating costs.

List of On-Line E-Services:

Informational E-Services:

- Annual report, etc.
- Mission statement.
- Press releases.
- Information on job opportunities.

Interactive E-Services:

Protected Extranet for deposits and transactions.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services: \$80,000 per year.
\$600,000 to develop the new site.

Centre de recherche industrielle du Québec (CRIQ)

Web Site Administered: <http://www.criq.qc.ca> <http://www.bnq.qc.ca>
<http://www.vigiprop.com> <http://www.icriq.com>
<http://www.intellim.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Annual report, etc.
- Mission statement .
- Press releases.
- Information on job opportunities.

Interactional E-Services:

- Companies can get preliminary estimates for product (UL) qualification, accreditation or certification testing directly on-line.
- BNQ: On-line registration services; Possibility of requesting a quote on-line.
- BNQ: Extranet for auditors and inspectors.

Transactional E-Services:

None.

Projects:

- Registration form.
- CRIQ: exportation, preliminary estimates, information on standards, etc.
- CRIQ: monitoring, preliminary estimates.
- BNQ: Survey (gathering information; managing communications with clients) support services.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

None specified.

Comité de déontologie policière

Web Site Administered: As part of the *Ministère de la Sécurité publique* Web site

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Information Resources:

Information technology plays a strategic role in the modernization of the State, specifically in reaching the goals set by the Committee to improve the quality of services and accountability. Over the past fiscal year, a computerized file management system was developed as one of the Committee's response measures identified in its Strategic Plan. This system, which helps process files, also produces indicators used to follow up on targets outlined in the 2001-2004 Strategic Plan. In addition, development was begun on a joint Web site for the Police Ethics Commissioner and the Police Ethics Committee. This project meets one of the goals of the Committee's 2001-2004 Strategic Plan, that of "developing communication tools to reach target clientele". The goal is to circulate information on police ethics, make the Application for Review form available on-line, and allow the public to consult the trial docket and decisions handed down by the Committee over the previous months. This Web site should be completed during the next fiscal year (p. 28-29).

List of On-Line E-Services:

Informational E-Services:

General information.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

Independent site developed jointly with the Police Ethics Commissioner.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

None specified.

Commissaire à la déontologie policière

Web Site Administered: Site hosted by the *Ministère de la Sécurité publique*

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Information Resources

Information technology plays a strategic role in the modernization of the State, specifically to reach the Commissioner's goals of improving the quality of services and submitting reports. Over the past fiscal year, development continued on the computerized file management system, including file processing procedures. Concerned about protecting the information entrusted to him, the Commissioner participates in the steering committee on the delivery of e-services of the *Ministère de la Sécurité publique*. This committee participated in the creation of an architectural plan for the Department's e-services. As a service provider for citizens, the Commissioner made sure to quickly establish on-line access to his resources and to give priority to creating a new Web site.

List of On-Line E-Services:

Informational E-Services:

General information.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

To create an independent site.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services: None specified.

Commissaire au lobbyisme

Web Site Administered: <http://www.commissairelobby.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Documentation

Since October 2002, information concerning the Act and the Lobbyists Commissioner has been available on the Institution's Web site: www.commissairelobby.qc.ca. A hyperlink leads to the Web site of the Lobbyists Registrar, responsible for lobbyists' registrations and compliance (p. 11).

A List of the Documents Available upon Request or on the Lobbyists Commissioner's Web Site

- Lobbying Transparency and Ethics Act.
- Lobbyists Registry Regulation.
- Tariff of fees respecting the lobbyists registry.
- Lobbying Transparency and Ethics Act Exclusions Regulation.
- Notice No. 2003-01: Interpretation of the expression "a significant part" used in the definitions of "enterprise lobbyist" and "organization lobbyist" in Section 3 of the Lobbying Transparency and Ethics Act.
- Code of Conduct for Lobbyists.
- List of municipalities of 10,000 inhabitants and more targeted by the Lobbying Transparency and Ethics Act.
- Application for a confidentiality order.
- Consultation document for the development of the draft Code of Conduct for Lobbyists.

List of On-Line E-Services:

Informational E-Services:

Information and documents available.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

Transactional site for the exchange of information with interest groups.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

\$18,765 for development.
\$12,000 per year for hosting.
\$4,700 for site maintenance.
\$30,000 for site upgrading.

Commission administrative des régimes de retraite et d'assurances (CARRA)

Web Site Administered: <http://www.carra.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

On-line documents.

Interactive E-Services:

- Frequently Asked Questions (FAQ) section.
- Pension plans section.
- NOMINO search tool.
- Distribution list.

Transactional E-Services:

- On-line forms.
- Calculators to estimate buyback cost, fees.
- SERTIR.

Projects:

- Renovation of the site to meet clients' needs more efficiently, making it even easier to find the information they need, e.g., membership in a pension plan, leaves of absence, resigning before being eligible for retirement, etc.
- Forms sent electronically.
- Calculators for all members and employers.
- On-line pension plans (RRPE, TPP, RRF, RRCE, etc.).

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

\$8,700 per year for hosting.
\$66,000 for other site maintenance services.

Commission d'accès à l'information du Québec (CAI)

Web Site Administered: <http://www.cai.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

E-Government

Technological developments facilitate the transmission of information via the information superhighway (computer networks). To ensure the confidentiality of data circulated freely in this way, government departments and agencies must implement security measures. To do so, they will consult the *Commission d'accès à l'information* on the development of information systems regarding the principles of privacy protection. Among the opinions rendered over the year, some dealt specifically with e-service delivery projects. Particular attention was paid to the way that users are identified and authenticated. The *Commission* also requested that policies and mechanisms be implemented to prevent abuse, fraud, and identity theft. In this way, the information entered on-line by a user can be transmitted to other sites. This is the case of a draft change-of-address project submitted to the *Commission* for evaluation by one government department. The goal of this project is to allow citizens to notify the government of a change of address with the click of a button, merely by updating information on one Web site. For the sake of transparency, the *Commission* recommended that the user be advised of the existence of agreements concerning the exchange of personal information without his/her consent, permitting the address to be changed automatically at other departments and agencies.

Renovation of the Web Site

The *Commission* has upgraded its Web site to meet the goals of increased user support stated in the Citizens Services Charter. Since February 2002, users have been able to surf on a more user-friendly and up-to-date site, and they can quickly find any information on the *Commission's* activities and services. The Web site, visited by over 12,000 people each month, is located at www.cai.gouv.qc.ca.

List of On-Line E-Services:

Informational E-Services:

The *Commission's* decisions and documents on-line.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

- Web site renovation.
- More powerful search tool.
- Transactional project to access the status of a client's file for an award.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

\$4,625 per year.

Commission de la capitale nationale du Québec

Web Site Administered: <http://www.capitale.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information about the *Commission's* activities and actions.

Interactive E-Services:

- E-mail subscription service for press releases.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

For 2002-2003:

Site hosting: \$1,400
Site renovation: \$15,980

Commission de la construction du Québec (CCQ)

Web Site Administered: <http://www.ccq.org/eng/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

- Web site: 275,000 visitors, 4,596 e-mails.
- Monthly reports sent via accounting software: 1,076 reports by 145 different employers.
- On-line input of monthly reports: 3,446 monthly reports by 619 different employers (established in February 2002).
- Electronic payments: 5,540 payments made by 846 employers (monthly report), 889 payments made by 290 employers (request for a situation letter).
- Requests for a situation letter: 3,461 requests by 435 employers.
- Requests for workforce mobility: 5,124 requests by 459 employers.
- Electronic allocation of dental care transactions.
- Detailed explanation (p. 74).

List of On-Line E-Services:

Informational E-Services:

- *Commission's* publications.
- All forms.

Interactional E-Services:

- Database for businesses (external lawyers).
- Training centre.
- Health management programs.
- *Régie du bâtiment du Québec*: Database to validate electricians' work hours.
- *Société d'énergie de la Baie James* and *Hydro-Québec*: Skill-validation files for salaried workers.

Transactional E-Services:

For businesses:

- Consultation of rate and contribution.
- Transmission of monthly reports.
- Request for workforce mobility - hiring and layoffs.
- Request for a situation letter: file consultation.

For workers:

- Consultation of the apprenticeship record book: hours worked, apprenticeship certificate, insurance coverage, training profile, examination results.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services: 285,000 \$ per year for technical maintenance and site content.

Commission de la fonction publique du Québec (CFPQ)

Web Site Administered: <http://www.cfp.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Information Resources :

2001-2002: Develop a technology master plan before the end of the 2001-2002 fiscal year.

Follow-up: Work completed in 2002-2003.

In April 2002, the *Commission* adopted its information technology master plan consisting of the list of projects to be completed, a transition and investment strategy, and an action plan.

2002-2003: Implement the first phase of the technology master plan before the end of the 2002-2003 fiscal year.

Indicator: Business projects were selected in the master plan completed by March 31, 2003.

Result: Business projects were selected in the master plan, i.e., the establishment of the system to assign and follow up *Commission* files, the improvement of the operating report, project planning and management, the assembly of an electronic tool kit and the creation of a portal. These projects were to start in 2002-2003, although this was not the case for the file assignment and follow-up systems. Technological projects were also selected that involved the network server infrastructure, security, workstation upgrades, the installation of groupware and environment management. The first three projects were almost completed during 2002-2003. Overall, about 50% of the work related to the 2002-2003 phase of the master plan was completed by March 31, 2003 (p. 59).

List of On-Line E-Services:

Informational E-Services:

Document on the *Commission's* services.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

Use of e-mail for appeals to the *Commission*.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Maintenance and updates: \$2,225 (2002-2003).

Commission de la protection du territoire agricole (CPTAQ)

Web Site Administered: <http://www.cptaq.gouv.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

5.2 Improvement Plan

Objectives: to have a plan for improving services for citizens, including, above all, an increased use of information and communication technologies to facilitate access to information.

Results: As of February 2003, free access to decisions rendered post-January 2000 on the Commission's Web site. Increased use of e-mail and, on request, e-mailing of preliminary guidelines to UPA federations.

List of On-Line E-Services:

Informational E-Services:

Downloading of forms, general information, and all information and documents regarding application of the Act

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

On-line consultation (2004).

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Site managed internally (maintenance and management).
Initial development: \$10,000.

Commission de la santé et de la sécurité au travail (CSST)

Web Site Administered: <http://www.csst.qc.ca/>
<http://www.jeunesautravail.com>
<http://www.employeur.csst.qc.ca>
<http://www.centredoc.csst.qc.ca>

<http://www.prot.resp.csst.qc.ca>
<http://www.santeautravail.com>
<http://www.asthme.csst.qc.ca>
<http://www.ivac.qc.ca>

E-Service Objectives:

New services for clients and the construction of a CSST Web site focused on clients and events. Five areas: setting up a range of generic services, opportunities for e-services through existing projects or those being developed by the CSST, setting up a new CSST Web site, a new operating model for e-business, implementation of developments according to the CSST approach.

2002-2003 Management Report Highlights of E-Services:

Information technology benefits us all:

To enable its personnel to access any information necessary for their work, the CSST is continuing to update its infrastructure. Its electronic exchange services permit the CSST to work more closely with its clients by promoting communications with employers and partners.

Electronic exchange service now on-line:

Since summer 2002, electronic exchange services have been well established on the Internet. This technological shift in no way compromises the security of the information exchange with subscribers - employers, health care institutions, physiotherapy and occupational therapy clinics - but makes it more accessible. In this way, what once would have been reserved for large businesses is now within everyone's reach.

The shift did not alter the content or presentation of services. However, it provided the impetus to improve services so that they better correspond to CSST work methods and meet clients' needs more efficiently (p. 39).

List of On-Line E-Services:

Informational E-Services:

csst.qc.ca:	600 pages of information on various CSST programs and services, laws and regulations, FAQ, etc.
jeunesautravail.com:	Workplace accident prevention materials specifically designed for youth.
employeur.csst.qc.ca:	Guides and publications.
prot.resp.csst.qc.ca:	"How-to" manual, regulatory guide, selection flow chart, examples of workplace scenarios, device search, complementary information, etc.
santeautravail.com:	Information on preventive health measures in the workplace set up by businesses, fact sheets, and search forms, etc.
retox.csst.qc.ca:	Information on chemical and biological products used.
asthme.csst.qc.ca:	Specialized information on asthma (home and work) with general, medical, prevention, and intervention. reference network information, etc.
centredoc.csst.qc.ca:	Information and research.
ivac.qc.ca:	Information for victims of criminal acts, compensation and services, publications, FAQ, etc.

Interactive E-Services:

csst.qc.ca:	Ordering an on-line publication, search tool, workshop registration, downloadable forms, etc.
jeunesautravail.com:	Quizzes.
employeur.csst.qc.ca:	Registration, wage statement, statement of compliance, methods and conditions of payment, interest and penalties, forms, research, etc.

Transactional E-Services:

csst.qc.ca:	Web site for workers and employers where it is possible to post opinions on application for compensation intervention reports (interactive and file transfer), income replacement indemnity calculation simulations, health care institution accounts, bank reconciliations Downloading of diagnoses, employer data and monthly statements.
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Projects:

- Web site renovation to make it more user-friendly with an emphasis on consistency and integration of information.
- New transactional Web site (generic P&S).

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

2002: \$219,400 in maintenance, \$81,000 in improvements.
Transactional services: \$897,641 in maintenance.

Commission de l'équité salariale (CES)

Web Site Administered: <http://www.ces.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

RATE OF USE OF TOOLS

80% fewer paper brochures and 89% fewer guides were distributed this year, as compared to 2001-2002. However, interested parties can consult and print *Commission* tools and publications, which are all available on the *Commission's* Web site. Interestingly, the *Typical Procedure for Achieving Pay Equity* and the *Guide for achieving pay equity in enterprises with 10 to 49 Employees* were the first and second most downloaded documents from the *Commission's* Web site. The two *Info-Équité* in the table add technical specifications to two important steps in the pay equity process (p. 19).

The HTML and .pdf tools most often downloaded from the *Commission's* Web site are:

Typical Procedure for Achieving Pay Equity (French and English versions): 6,896

Guide for Achieving Pay Equity in Enterprises with 10 to 49 Employees (French and English versions): 2,489

L'estimation des écarts salariaux (Info-Équité): 1,763

Choix de la méthode, des outils d'évaluation et élaboration d'une démarche d'évaluation des catégories d'emplois à prédominance féminine et à prédominance masculine (Info-Équité): 1,493 (p. 19).

The *Commission* intends to distribute a software package (computer tool) allowing calculations to be performed automatically at different steps in the pay equity process (p. 20).

List of On-Line E-Services:

Informational E-Services:

- FAQ.
- Access to the *Commission's* on-line documents.

Interactive E-Services:

- Possible to make comments.
- Possible to request services by e-mail: training, complaint processing, requests for information on regulations and laws.
- Pay equity software package.

Transactional E-Services:

None.

Projects:

Orientation project in the consultation phase and excerpts of the minutes of decisions.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

\$2,930 first version (1997-2001).

\$19,019 second version (2001-2003).

Commission des biens culturels (CBCQ)

Web Site Administered: <http://www.cbcq.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

The 2002-2003 results are particularly noteworthy from a distribution perspective. The Web site, placed on-line as part of the public consultation on Mount Royal, was then expanded to include all of the CBCQ's activities. On the Web site, users can read about the members of the *Commission* and learn about the Cultural Property Act and the CBCQ's mandate. It also includes a list of cultural property which has received legal status over the past 18 months. Our numerous annual research management and seasonal heritage reports are published there. The site <http://www.cbcq.gouv.qc.ca> also supplies relevant information on applying for legal status. In fact, the Mount Royal file in its entirety is always available for consultation, from the information disseminated during the May 2002 public consultation to increase understanding of the topic to the report submitted to the Minister in June of the same year. The last CBCQ report on the project to declare Mount Royal a historic and natural district will also be available on the site once it can be made public.

List of On-Line E-Services:

Informational E-Services:

- Heritage protection information.
- Publication of research reports, study papers and news reports.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

Publication of two new research reports and a heritage bulletin (within six months).

Interdepartmental/Agency Project:

Non specified.

Expenditures:

Appropriations Allocated to E-Services:

Initial Web site creation (2003): \$3,933.
Site and updates managed internally.

Commission des lésions professionnelles (CLP)

Web Site Administered: <http://www.clp.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Development of on-line services: in addition to promoting the services already offered, including access to its docket, the CLP also continued work on offering new e-services and answering clients' requests. On-line access to *Mémento* is one of these requests that the CLP will address at the start of the 2003-2004 fiscal year. The objective is to enable searches within *Mémento* (a reference containing the main trends in case law) and to have access to updates made by the CLP.

Dissemination of judgments: in addition to its current dissemination methods, the CLP now offers free access to all of its decisions at www.jugements.qc.ca.

List of On-Line E-Services:

Informational E-Services:

- *Mémento* online: a reference to quickly identify main trends in case law (frequent updates and ability to search within the document).
- "Consult a file online" (dockets): improved version.

Interactive E-Services:

- Which office to contact? (locate an office)
- Complaints department.

Transactional E-Services:

Change of address (worker).

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Site managed internally.
(four people, none of whom are assigned to this task on a full-time basis)
Hosting: \$2,676 per year.

Commission des relations de travail (CRT)

Web Site Administered: <http://www.crt.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

The *Commission* has implemented the work tools and policies needed for it to function properly, including a Web site for posting its decisions, for example.

List of On-Line E-Services:

Informational E-Services:

- On-line access to several documents and forms.
- Frequently Asked Questions.
- On-line record of certification applications.
- Decisions rendered by the *Commission*.

Interactive E-Services:

None.

Transactional E-Services:

System for managing complaints submitted to the *Commission* (was to be operating in fall 2003 but was still not running as of March 9, 2004).

Projects:

None specified.

Interdepartmental/Agency Project:

For subscribers: to have access to the labour relations electronic document management system (and perform searches for documents using several keywords); to be done jointly with the *ministère du Travail*.

Expenditures:

Appropriations Allocated to E-Services:

Site managed internally.
Site construction (in 2002): \$13,500.

Commission des services juridiques (CSJ)

Web Site Administered: <http://www.csj.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

The public Web site had 88,193 visitors between April 1, 2002 and March 31, 2003 (p. 22).

List of On-Line E-Services:

Informational E-Services:

- Information and documents explaining what Legal Aid is and who is eligible.
- Nomination forms for the Robert Sauvé Award.

Interactive E-Services:

Client consultations to learn their level of satisfaction with the services offered.

Transactional E-Services:

- The transactional section enables lawyers in private practice to submit their bills over the Internet.
- The "Network Services" option allows Legal Aid employees to get or exchange information.

Projects:

To enable keyword searches, thereby making searches faster and easier.

Interdepartmental/Agency Project:

Non specified.

Expenditures:

Appropriations Allocated to E-Services:

Site managed internally.
Costs undetermined.

Commission des transports (CTQ)

Web Site Administered: <http://www.ctq.gouv.qc.ca/>
Register of owners and operators of heavy vehicles

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Since the end of March 2002, carriers registered with the Register of owners and operators of heavy vehicles have been able to renew their annual registration on-line. As of March 31, 2003, 2,337 carriers had used this service, i.e., approximately 4.6% of carriers who received a renewal notice from the *Commission* (p. 17).

Objective: To add new on-line services to the *Commission's* Web site. Since March 26, 2002, owners and operators of heavy vehicles and bulk carriers have been able to renew their registration and pay fees and charges on the *Commission's* Web site. In addition to facilitating the renewal process, this new tool will speed up processing. The service has been successfully used by 2,337 people, i.e. 4.6% of the target population. The *Commission* also added to its site lists of carriers ranked by safety ratings following rating changes by the Commissioner. The site was also reviewed to ensure its compliance with the *Programme d'identification visuelle* and to make it more user-friendly. Finally, hyperlinks were added, where applicable, for direct, on-line access to the decisions explaining the safety ratings.

List of On-Line E-Services:

Informational E-Services:

- Information on the *Commission* and carrier services.
- Forms.
- Search tools.

Interactional E-Services:

None.

Transactional E-Services:

- Annual on-line update of information for 56,000 carriers registered with the Register of owners and operators of heavy vehicles.
- Annual on-line renewal and payment of fees for the 6,000 carriers registered with the *Registre du camionnage en vrac* (*ministère des Finances* payment solution).

Projects:

On-line address change.

Interdepartmental/Agency Project:

- *Ministère des Finances* payment solution for carriers registered with the *Registre du camionnage en vrac* (in progress)
- One-stop service point for carriers: Phase 2; to take advantage of existing services already offered, but from their home or business; collaboration with the *Conseil du trésor*, the IGIF, the *ministère du Revenu* (expected due date: Winter 2004); collaboration with the *Démarrez votre entreprise* portal.

Expenditures:

Appropriations Allocated to E-Services:	Site maintenance:	\$17,000
	- Development (internal and external resources):	\$5,000 for site development
	On-line address change service:	\$50,000 for its implementation
	Register of owners and operators of heavy vehicles:	\$3,600 for hosting
		\$2,600 for maintenance
	One-stop service point for carriers:	\$120,000 (CTQ disbursements)
	Others:	\$50,000
	Total:	\$229,200

Commission de toponymie

Web Site Administered: <http://www.toponymie.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

4.1.5. The Web Site: New Web Entries on the Origin of Place Names:

Objectives:

- To translate information on the Toponymy *Commission's* Web site into English and Spanish.
Results: 100% of the objective achieved.
Comments: Members of the general public using an English- or Spanish-language search engine can easily access the Toponymy *Commission's* Web site, opening up the *Commission's* expertise to a new audience.
- To present 30,000 new entries on the origin of the meaning of place names. Objective for 2002-2003: 10,000.

Results: 11,544 new Web entries (115% of the objective). Over the first two years of the 2001-2004 Strategic plan, the *Commission* posted 25,533 entries on the origin of the meaning of place names on its Web site, i.e., 85.11% of the objective to be reached by April 2004.

Comments: A large proportion of the people who visit the *Commission's* Web site are interested in the origin and meaning of place names. This clientele can currently access this type of information for 48,000 topographic features and roads, i.e., nearly 20% of all toponymic entries on the Web.

4.2.5. Availability on the Web Site:

Commitment: To make the information on the Web site available at all times, update it regularly and offer a help service for users during business hours.

Results: TOPOS, the database of place names, was accessible 93.5% of the time, down slightly from last year (97.9%).

Comments: The slight decrease in the accessibility of the *Commission's* Web site can be attributed to the incompatibility of the electronic map files associated with the Topos on-line search engine and the new host server. The situation should return to normal with the installation of a new electronic background map in 2003-2004. It should be noted that during business hours, users can easily contact the *Commission* (by e-mail, telephone or fax) for help with the Web site in general and the search engine for the place name database in particular. Finally, the site of the francophone division of UNGEGN has already been updated following the UN meeting in Berlin in August and September 2003 (see section 4.3.11).

List of On-Line E-Services:

Informational E-Services:

Database of official Québec place names (search engine); definition of place names, statement of political toponymy, explanation of naming procedures.

Interactive E-Services:

Proposal form for naming a topographic feature.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

Improve the background map used to position places searched for by the public on the screen, based on place names (in the short term, via an agreement with the *Photocartotheque québécoise* - the airphoto library of Québec).

Expenditures:

Appropriations Allocated to E-Services:

Site managed internally .
Estimate for internal management: \$12,700 per year.

Commission d'évaluation de l'enseignement collégial (CEEC)

Web Site Administered: <http://www.ceec.gouv.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Informational Resources

In 2001-2002, the *Commission* worked to improve its computer network by completing the migration (initiated the previous year) to Microsoft products. In addition, the *Commission* redesigned its Web site, as per government standards under the *Programme d'identification visuelle* (\$12,300). Over the year, computer consultants were hired (\$19,752), and updated versions and user rights for a number of software applications were purchased (\$7,853) (p. 32).

Communications

Over the year, the president of the *Commission* accepted interview requests from journalists (print and electronic media). The *Commission* also posted the results of each evaluation on its Web site. There are currently 1,120 reports on institutions, as well as all of the *Commission's* other official documents (p. 34-35).

List of On-Line E-Services:

Informational E-Services:

Mainly to distribute information

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

Intranet.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

\$12,300 to manage the site.

Commission municipale (CMQ)

Web Site Administered: <http://www.cmq.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Objectives: Web site and communication policy

The *Commission* updated its Web site and assigned an employee to coordinate future updates. Moreover, several steps were taken to distribute the Web address both internally and externally, and a counter was installed on the site to constantly monitor the number of visits.

The following table shows the number of visitors to the Web page since its creation.

NUMBER OF VISITORS TO THE CMQ WEB SITE:

October 1, 2001 to March 31, 2002:	3,106
April 1, 2002 to March 31, 2003:	10,741
TOTAL:	13,847

List of On-Line E-Services:

Informational E-Services:

Tax exemption application form.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services: Updates done internally.
Total spent since the site's creation (2000-2001): \$9,550 (construction, updates and hosting).

Conseil permanent de la jeunesse (CPJ)

Web Site Administered: <http://www.cpj.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

No management report for 2002-2003.

List of On-Line E-Services:

Informational E-Services:

- All the *Conseil's* publications are posted on-line (notices, memos, newsletters).
- Directory of organizations.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

Two discussion groups (one for the public and the other for *Conseil* members) are currently in preparation.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Web site maintenance and development: \$2,000-4,000 per year. Basic updates are done internally. More substantial update are done by an external firm.

Conseil supérieur de la langue française (CSLF)

Web Site Administered: <http://www.cslf.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

Information about awards offered by the *Conseil* and about the organization

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

Currently renovating the site.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Site construction: \$10,000 (1996-97).
Maintenance and updates: \$39,000 (1997-2003).

Conseil supérieur de l'éducation (CSE)

Web Site Administered: <http://www.cse.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

2.2 Promote the *Conseil's* Work:

The *Conseil* is making public most of its work through publications (available in print or on the Web site), promotions and its newsletter, Panorama.

List of On-Line E-Services:

Informational E-Services:

- Information about the organization.
- Notices and annual reports.
- Document downloads (users must first fill out a brief identification questionnaire before using this service).

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

- Renovate the site
- Develop an extranet for members of the *Conseil* and its commissions

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Management done by in-house staff.
Management, updates and hosting: \$4,400 (costs for 2002-2003).

Corporation d'hébergement du Québec (CHQ)

Web Site Administered: <http://www.chq.gouv.qc.ca>

E-Service Objectives:

To make available documents and detailed information that meet the specific needs of network and corporate stakeholders and provide the most relevant information on the Corporation's activities and operations.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information on the Corporation and its services; information on funding, housing stock, etc.
- *Système d'information de gestion des actifs du réseau de la santé et des services sociaux (SIGARSSS)* (reserved for users).

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

On-line rent report for healthcare network institutions, tenants of the SHQ: loan and line of credit applications, and statements (under evaluation)

Interdepartmental/Agency Project:

Extranet with partners. This section gives our partners secure access so that they can obtain their own financial or administrative documents issued by the CHQ. Access is currently limited to healthcare network partners, i.e., institutions, regional boards and the Department.

Expenditures:

Appropriations Allocated to E-Services:

Production cost for the site: \$29,350
Update done internally.
Development: \$8,000 for 2002-2005.

Curateur publique du Québec

Web Site Administered: <http://www.curateur.gouv.qc.ca>

E-Service Objectives:

To maximize the use of electronic exchanges and promote transactional services wherever possible.

2002-2003 Management Report Highlights of E-Services:

4.3 INTERNET COMMUNICATIONS:

External communications primarily target users and collaborators for all services that require their direct application to carry out the missions of the Public Curator. The latter respects government guidelines by offering citizens several access routes.

Objective:

By April 2002, post on the Internet all Public Curator forms intended for the public, legal representatives and professionals.

By April 2004, ensure that the forms most frequently used by the public, legal representatives and other professionals can be filled out on-screen and sent electronically to the Public Curator.

Results:

As of March 31, 2003, 16 of the 34 forms offered to the public were available on the Public Curator's Web site. They include the French and English versions of the five forms related to the register of property under provisional administration, as well as the three forms related to guardians, curators and proxies. Moreover, eight other forms are available on the Internet for partners in the healthcare network to facilitate communications with the Public Curator. Starting in 2003-2004, the Public Curator plans to make some of these forms interactive. However, we must wait for the end of the reform to begin the third step, which involves their electronic return (p. 50).

List of On-Line E-Services:

Informational E-Services:

- Specialized information or information intended for the health and social services network.
- Downloading of the form.

Interactive E-Services:

- Electronic subscription to the Le Point Bulletin.
- Consultation of on-line registers: guardianship, or minors under supervision, guardianship and curatorship of persons of majority age, certified proxy signed by a person in the event of disability, and unclaimed property under provisional administration of the Public Curator.

Transactional E-Services:

None.

Projects:

Enable guardians and private curators to fill out their reports and send them electronically. The same will apply for health and social services professionals and for claiming property entered in the register.

Interdepartmental/Agency Project:

Use of the SQAG project for identification in order to access medical information.

Expenditures:

Appropriations Allocated to E-Services:

Internet hosting and site management: \$75,000 per year.

Directeur général des élections (DGEQ)

Web Site Administered: <http://www.electionsquebec.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

The Modernization of Management and New Technologies :

- Upgrade of computer systems.
- Development of new computer applications to produce financial reports and electoral spending reports for parties and candidates.

List of On-Line E-Services:

Informational E-Services:

Information on registration of the electoral laws and the mission of the Chief Electoral Officer.

Interactive E-Services:

Search engine, riding location module, searchable data on donors to political parties, discussion groups, search feature for returning offices and polling stations, on-line results, search feature for donors, search feature for school boards.

Transactional E-Services:

None.

Projects:

New site to facilitate customized management (CMS software).

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Management: \$154,000
Cost of developing the new site: \$228,000

Fonds de recherche en santé (FRSQ)

Web Site Administered: <http://www.frsq.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Once the communication tools have been implemented, including the new Web site, which is more user-friendly and targets a larger audience, the 2003 plan will focus on more strategic objectives (p. 7).

List of On-Line E-Services:

Informational E-Services:

- General information on the agency, publications, news and press releases.
- Information on major files.
- Information on major infrastructure supported (centres, networks).

Interactive E-Services:

Register of centres: enables the FRSQ, CHQ and MSSS (shortly) to conduct all the analyses needed to make good decisions, based on the same source of integrated information; data validated and updated regularly.

Transactional E-Services:

Funding applications on-line accept or refuse funding, endorse or approve an application, update a file, evaluate the applications, etc. (secure transactions using a PIN and password - Cantor system)

Projects:

- Complete renovation of the Web site (underway) based on a per-audience approach: restructuring of the funding section, targeted electronic bulletins, dissemination of information to the scientific community, targeted information for the public, partners, students and media (phase 1 should begin in early 2004).
- Give the MSSS access to the register of equipment at research centres.
- With the MSSS and the CHQ, develop a segment on research locations.

Interdepartmental/Agency Project:

- The transactional functions were developed in conjunction with the FQRNT and the FQRSC
- Collaboration with the NSSS and the *Réseau universitaires intégrés de la santé* to develop a register of equipment at all hospitals in Québec (project).
- Compare the register of centres with the SIRU data base (information system on university research). This will enable research centres to electronically transfer the same information to the FRSQ and the universities in a single step (project).

Expenditures:

Appropriations Allocated to E-Services:

Development of the new site (2004): \$60,000
(with the help of internal and external resources).

Fonds québécois de recherche sur la nature et les technologies

Fonds québécois de recherche sur la société et la culture

Web Site Administered:

<http://www.nateq.gouv.qc.ca>
<http://www.fqrsc.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Information Resources (FQRNT):

The *Fonds Nature et Technologies* continued its efforts in 2002-2003 to consolidate its assets and develop e-service delivery tools. Discussions took place at an accelerated pace between the parties involved in order to adopt a common Canada-wide CV. The *Fonds* allocated the equivalent of 0.5 FTE to developing the content of the Canadian CV; implementation is scheduled for July 2003. In collaboration with other Québec research funds and in compliance with the MFER's research mission, the sustained contribution of the *Fonds* also led to the development of a new nature classification system that more adequately considers research activities in the university and hospital sectors. This classification system is presented in the Canadian CV as a pilot project. The *Fonds* also took the necessary measures to provide university finance departments with a tool on the extranet to facilitate the transfer and quick procurement of information.

List of On-Line E-Services:

Informational E-Services:

- Information on research funds, scholarship and research assistance programs.
- List of scholarship recipients.

Interactive E-Services:

Directory of Québec research.

Transactional E-Services:

- Registration of the on-line CV.
- On-line applications for scholarships and research funding.
- Changes to personal files.

Projects:

- Create a window on the homepage for posting researchers' discoveries.
- Prepare an English summary of information on the site.
- Develop two sub-headings: projects in progress and Strategic Groups.

Interdepartmental/Agency Project:

- The CANTOR system is a common system for funds that helps them manage CVs and applications for scholarships and grants.
- Share the CV with Canadian partners.

Expenditures:

Appropriations Allocated to E-Services:
years:

Stable annual development and maintenance costs:
FQRNT: \$594,678

Investment over the past three years:
FQRNT: \$590,334

Héma-Québec

Web Site Administered: <http://www.hema-quebec.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Regarding the electronic dissemination of information, note that every year, thousands of updates and additions are made to the *Héma-Québec* Web site. On average, some 6,500 users visit the site every month. Of this number, some 100 requests for information are received monthly by e-mail (p. 17).

List of On-Line E-Services:

Informational E-Services:

- Information on blood donations in the province
- Daily update of the site according to needs and available resources (blood drive schedule)

Interactional E-Services:

None.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

The appropriations are included in the overall communications budget. Site management is done internally by communications professionals.

Hydro-Québec

Web Site Administered: <http://www.hydroquebec.com/fr/index.html>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Increased number of clients receiving and/or paying their Hydro bill by Internet, from 25,500 in 2001 to 53,500 in 2002.
Increased volume of information on the *Hydro-Québec* Web site and more transactions possible.
The site was visited more than 2 million times in 2002 (p. 15).

List of On-Line E-Services:

Informational E-Services:

- Information on electricity consumption, safety, the environment, construction projects, installations.
- Dissemination of corporate documents (annual reports, strategic plans, etc.).

Interactive E-Services:

Municipalities :

Information in the event of an emergency: number of clients without electricity; time before service is restored.

Transactional E-Services:

Residential customers:

- On-line billing and payment.
- Consumption profile.
- Meter reading card.
- Change of address.
- Registration for equalized payments.
- Registration for authorized payments.

Business customers:

- Grouping of accounts.
- On-line billing and payment.
- Remote meter reading.

The public:

- Job offers and on-line applications.

Partners and suppliers:

- Follow-up of requests for master electricians.
- On-line calls for tenders.

Projects:

- Home diagnostic (Energy Wise) (2004).
- Diagnostic - small service companies (2004).

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Internal and external management.
Annual budget allocated to external firms: \$550,000.

Innovatech

Web Site Administered: <http://www.innovatech-regions.qc.ca>
<http://www.innovatech.qc.ca/INTRO.html>
<http://www.isq.qc.ca/>
<http://www.innovatechquebec.com/www/index.html>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information on the mandates, the target population, the area served and the *Société's* investment activities.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures

Appropriations Allocated to E-Services:

In 2003, the operating budget was \$25,000.

Inspecteur général des institutions financières (IGIF)

Web Site Administered: http://www.igif.gouv.qc.ca/accueil_igif1.htm

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

The Dissemination of Information:

Via the Internet, the IGIF provides access to information on its activities and consultation of the *Registre des entreprises du Québec*. Table 3, shows a 44% increase in consultations of the register compared with last year, i.e., 4,440,021 consultations in 2001-2002 vs. 6,393,051 in 2002-2003 (p. 19).

Forms Available on the Internet:

For the financial institution sector, as of March 31, 2003, 66% of the forms for trust companies and savings companies and 83% of the forms for insurers were available on-line. For financial service cooperatives, since IGIF has a direct link with the *Mouvement Desjardins*, several data required to monitor the institutions are collected electronically, thus avoiding the use of forms by clientele. For the corporate sector, in December 2002, the IGIF made all 37 of its on-line forms for legal persons and other companies (sole proprietorships, partnerships, associations and groups) interactive (i.e., can be filled out directly on-screen) in the aim of increasing access to services offered, such as the incorporation of legal persons and the registration of companies. The IGIF also implemented a print function for name search reports in order to speed up service. In 2002-2003, consultations of the *Registre des entreprises du Québec* increased 44% compared with the previous year, with the IGIF recording 6,393,051 consultations last year vs. 4,440,211 consultations in 2001-2002 (p. 26).

Information and Technological Resources:

During the 2002-2003 fiscal year, the IGIF allocated significant resources to modernizing its computer systems and increasing the security of its technological infrastructure, so as to offer its clientele more reliable, high-performance, secure services. It is continuing its investments in this regard, ensuring the upgrading of its computer assets. In December 2002, in conjunction with the *Direction des entreprises*, the *Direction des ressources informationnelles* also began upgrading the administrative design of the project to modernize the *Registre des entreprises du Québec*. The IGIF had proposed an administrative design in 2001, which enabled it to create a business plan and map out the major guidelines for its work, systems and technologies, while ensuring coherence with government guidelines and projects, such as the modernization of public administration, the business start-up kit project, regulatory simplification, the government information highway, interdepartmental partnerships, and the Act to establish a legal framework for information technology. Following the tabling of the administrative design, various factors, including changes in the technological and software solutions and the legal framework (electronic signature), were deemed sufficiently important to justify upgrading the administrative design. It was agreed to maintain the objective to develop modern methods for the IGIF to deliver e-services. Accordingly, the electronic methods currently available will be broadened and Internet portals created to enable improved access for clientele. This upgrading of the administrative design, still in progress, will be completed in June 2003 and followed by a procedure to launch the selected solution. Regarding the monitoring and control of financial institutions, the DRI specifically implemented a new document management software, as well as transactional forms on annual disclosure for trust and savings companies (p. 34).

List of On-Line E-Services:

Informational E-Services:

- Dissemination of the list of companies struck off.
- Consultation of the *Registre des entreprises du Québec*, the *Registre des autorités publiques*, and the *Fichier central des entreprises*.
- Downloadable forms (interactive) for the *Direction des entreprises*.
- Dissemination of data files from the *Registre des entreprises du Québec* (for user D/A of the NEQ).

Interactive E-Services:

Clients can print the name search reports.

Transactional E-Services:

E-filing of companies' annual statements.

Projects:

- Implementation of the IGIF's new Web site, taking into account the new *Registraire des entreprises* (in its final phase, it will host all electronic interactions with its clientele).
- Posting of electronic forms (further to a reengineering process, which will decrease the number of forms from 44 to 28).
- Project to modernize registers and systems to make them completely Internet accessible; implementation of transactional forms for companies, new name search engine, automation and digitization function at high and low volumes of correspondence, automatic communications function, process management (client files, employee management, agendas and assignments, follow-up of administrative procedures), dissemination to partners of register files updated in real time, all on-line transactions with electronic signature (2004-2007).

Interdepartmental/Agency Project:

None specified.

Expenditures

Appropriations Allocated to E-Services:

Site managed internally	
Total cost of maintaining the Web site (2002-2003):	\$325,625
• Software and training:	\$10,400
• Hardware:	\$6,700
• Links and telecommunications:	\$7,000
• Maintenance and development:	861.5 person-days
• Hardware:	\$6,700
• Links and telecommunications:	\$7,000
• Maintenance and development:	861.5 person-days

Institut de la statistique du Québec (ISQ)

Web Site Administered: <http://www.stat.gouv.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

All *Institut* publications are sold through the *Publications du Québec* distribution network. However, almost all of its publications are available free of charge on its Web site in downloadable format. In fact, the Internet is the *Institut's* preferred distribution method. Accordingly, on its Web site, it has continued to offer the general public, a multitude of statistical charts free of charge in all fields covered by its mission. In certain cases, the Internet is even the exclusive distribution method, i.e., for numerous data on culture and communications. The distribution of statistical information on the *Institut's* Web site has increased in popularity, with the number of hits per month increasing from just over 45,000 in 2001-2002 to almost 58,000 in 2002-2003, i.e. an increase of 29%. Moreover, in 2002-2003, the *Institut* renovated its Web site to adapt to the structure of the Databank of Official Statistics on Québec and to comply with new government standards on visual identification. (...) Technologically, the *Institut* has done promising work to enable researchers to securely and remotely access data from its surveys. A pilot project was implemented and discussions held on this topic with researchers at an Ontario university (p. 21).

List of On-Line E-Services:

Informational E-Services:

General public:

- Launch of an educational youth sub-site.

Representative of the database for investors and promoters (Horace):

- Maintenance and development of promotional windows on Québec.

Interactive E-Services:

- Database on films.
- Database on Québec's geographic code.
- Directory of industrial R&D.
- Databank of Official Statistics on Québec.
- On-line ordering of publications (payment method is not integrated).
- Pilot project on remote access to the Institut's research data: researchers can now access the data via the Internet from the *Centre d'accès aux données de*

recherche of the *Institut de la statistique du Québec*, pursuant to the policy on the use of survey microdata files and within a secure technological environment.

Representative of the database for investors and promoters (Horace):

- Data warehouse that supports the activities of players in Québec's economic development: users can create their own queries and keep them in a personal profile.

Transactional E-Services:

None.

Projects:

None specified

Interdepartmental/Agency Project:

- Project Horace (see above for description).
- Databank of Official Statistics on Québec: the *Institut* is the government's representative. The project is supported by the interdepartmental partnership fund. The Databank will be updated by the *Institut* and the 22 partner departments and agencies (central distribution point). Internet users can create their own user profiles, save specific queries and stay informed through regular updates (launched in November 2003).

Expenditures:

Appropriations Allocated to E-Services:

Site creation costs (1999):	\$70,000
Annual site maintenance and updating:	\$160,000
Horace (partnership): Institut's contribution:	\$120,000
Databank of Official Statistics on Québec:	\$4,700,000 over 3 years,
\$2,300,000 of which comes from the Fonds d'incitation au partenariat (including contracts totaling \$2 million granted to outside firms)	
Annual maintenance and updating costs: under evaluation.	
Pilot project for remote access to the Institut's research data: (implemented by internal resources in October 2003).	\$25,000

Institut de tourisme et d'hôtellerie (ITHQ)

Web Site Administered: <http://www.ithq.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

No management report found.

List of On-Line E-Services:

Informational E-Services:

Downloading of registration forms.

Interactive E-Services:

None.

Transactional E-Services:

DECCLIC platform: enables professors and students to use the Internet to communicate for certain courses (forums, chat, e-mail, on-line documents and personal sites).

Projects:

- Establish secure on-line payment and registration for certain projects.
- Procedures to activate various Internet transactions for students: schedules, grades, re-registration, update of students' files.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Annual costs: \$15,000.
Internal management.
External software hosting and development.

Institut national de santé publique (INSPQ)

Web Site Administered: <http://www.inspq.qc.ca/>

E-Service Objectives:

The Web site must support the INSPQ's mission of information, training, research and international cooperation by making available all reports by its experts and all information that characterizes the INSPQ in order to convey a credible image, enhance its reputation, and become an essential reference tool for target clientele.

2002-2003 Management Report Highlights of E-Services:

Much effort has been made to implement strategies and external communication methods. At the end of 2001-2002, the *Institut* launched the newsletter *Les Résonances de l'Institut*. This electronic newsletter aims to inform the *Institut's* clientele and partners about its files, publications and current/upcoming events, while drawing a link with additional information on the Web site. Between the 1st and 15th of each month, the newsletter is sent out to 415 *Institut* resource persons, as well as 630 outside subscribers. Since the newsletter was first launched, its number of subscribers has doubled—most are within the Québec healthcare network, but also in Europe and Africa.

Much work has been done to review and improve the Institut's Web site. The new version was launched in May 2003. The number of hits per month more than doubled in the past year, from 60,000 to just over 123,000. This success is partly due to *Les Résonances de l'Institut*, which encourages subscribers to visit the site for more information. Moreover, the content is constantly being improved. For example, 73 *Institut* publications were posted on the site, compared with 54 last year (p. 32).

List of On-Line E-Services:

Informational E-Services:

- Information on the agency.
- Publications.
- Job offers, list of events.
- Special files on the latest public health topics.
- Other information on individual and community development, lifestyle and chronic diseases, toxicological environment, infectious diseases, occupational health, laboratory and screening services, support for policies, guidelines and programs.
- Media centre: whom to contact for an interview.

Interactive E-Services:

- Events: list of current/upcoming events via a search tool, as well as the possibility for the user to suggest an event on-line.
- Database of publications with search tool and possibility of downloading most publications.
- Personnel directory with search tool.
- Sale of materials on-line (on-line orders, but not payment).

Transactional E-Services:

Sending of test results under the *Programme de comparaison interlaboratoires*: laboratories registered with the *Programme du Centre de toxicologie* can send their results via the Web site.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services: Salary of a research officer/Webmaster (internal site management)
Implementation of a new Web site (May 2003): \$12,000.

Investissement Québec

Web Site Administered: <http://www.invest-quebec.com/fr/accueil.htm>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information for Québec and foreign investors, presentation of financial products according to needs.
- Downloading of forms (interactive).

Interactional E-Services:

Access and subscription to information/sectorial documents and the schedule of events.

Transactional E-Services:

None.

Projects:

Site reengineering project to transform corporate services in order to make them as transactional and integrated as possible.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Annual budget of approximately \$250,000 for site development and updates (over the past three years).
Outsourced to external firms.

La financière agricole

Web Site Administered: <http://www.financiereagricole.qc.ca/default800.html>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information on products and services, and ways to interact with the agency.
- Forms.
- Publications (guidelines, annual reports, brochures, information guides, etc.).

Interactional E-Services:

The agency sends several computerized documents in a secure manner to its various clientele: data on slaughtering, monitoring of steer breeding, number of animal sales transactions, payment deposit for farmers, follow-up data on loans granted by financial institutions.

Transactional E-Services:

All via a secure channel:

- Funding applications from farmers.
- Access to insurance files (enables clients to consult their contracts and report their insured volumes).
- Transfer of financial data (enables clients to send the data necessary for program administration via their accountants).

Projects:

- Consultation by insured farmers of their farm plan (2004).
- Communication of debt transfers by financial institutions (2004).

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Development and maintenance by internal resources (three people and one employee from the communications department).

Loto-Québec

Web Site Administered: <http://www.loto-quebec.com>
<http://www.pari-sportif.loto-quebec.com>
<http://www.casino-de-montreal.com>
<http://www.hiltonlacleamy.com>
<http://www.loterie-video.qc.ca>

<http://www.loteries.loto-quebec.com>
<http://www.societe-des-casinos.com>
<http://www.casino-du-lac-leamy.com>
<http://www.casino-de-charlevoix.com>
<http://www.ingenio-quebec.com>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

A COMPLETE RENOVATION OF THE WEB SITES :

Begun in spring 2001, the renovation of the Web sites of *Loto-Québec* and its subsidiaries is now complete. The result of close collaboration between the Communications and Publics Affairs, Information Technologies and Corporate Security divisions, the project added to the content, increased hyperlinks and ensured optimal integration of the various sites of the Corporation and its subsidiaries. Now numbering 11, these sites reflect *Loto-Québec's* diverse activities. The *Loto-Québec* portal is one of the most visited Web sites in Québec. The lottery results alone generate 1.2 million hits every month. *Loto-Québec* must be able to count on high-performance information technologies that adequately meet its needs and those of its subsidiaries. Its competent, specialized personnel ensure that the corporation has reliable operating systems and make judicious computer choices (p. 30).

List of On-Line E-Services:

Informational E-Services:

Loto-Québec:

- Data on the socio-organizational profile of the Corporation, its social commitment, requests for proposals, job offers, and data on pathological gambling.
- Information on video lottery terminals, instant lotteries, televised lotteries, special editions, etc.

Société des loteries vidéo du Québec:

General company profile.

The Casino site:

General information on the three casinos (games, restaurants, packages, etc.).

Société des bingos du Québec:

Information on bingo activities, partners, etc.

Ingenio:

Interactional E-Services:

Occasional sending of a hyperlink to people interested in the *Cabaret du Casino de Montréal* calendar of events.

Transactional E-Services:

Ingenio :

The site includes a private and secure area accessible only to lottery corporations outside of Québec which present a business opportunity.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Maintenance and development of Web site: \$852,300 (2003-2004).
Internal management.
External hosting: \$193,000.

Ministère de la Culture et des Communications (MCC)

Web Site Administered: <http://www.mcc.gouv.qc.ca> (Department site)
<http://www.ang.gouv.qc.ca> (Archives nationales du Québec)
<http://www.bnquebec.ca> (see data sheet on the Bibliothèque nationale du Québec for more information)
<http://www.telequebec.qc.ca> (see data sheet on Télé-Québec for more information)

E-Service Objectives:

In developing its 2001-2004 information resources master plan, the Department had already set several objectives in terms of delivery of e-services. One of the priorities was financial assistance services to be made gradually accessible as an e-service (DIAPASON project). There was also the matter of simplified access for clients to services offered by the Department via an integrated virtual one-stop service point (MCC Web Services project). Among other things, DIAPASON involves the management of the granting of financial assistance and the implementation of a client-partner database.

Simultaneous with this specific measure, the MCC is also overseeing other modernization projects, including a redesign of the *Système d'aide à la gestion intégrée du Conservatoire* (SAGIC) and the Department portal (MCC Web Services), which is currently the subject of a feasibility study. Where applicable, this project, which mainly aims to confirm certain guidelines on the use of the Web as a service delivery tool, will improve the MCC's e-administration.

2002-2003 Management Report Highlights of E-Services:

- DIAPASON Project, which aims to improve services to clientele likely to benefit from financial assistance: continuation of work to restructure financial assistance programs.
- SAGIC Project, which aims to offer certain on-line services directly to the clientele of the conservatories and to redesign management administration systems: approval of the administrative design.
- MCC Web Services Project, which aims to define the Department's portal in order to oversee the delivery of e-services to the clientele: start of a feasibility study, which will continue in 2003-2004.

List of On-Line E-Services:

Informational E-Services:

Department Site:

- Information on programs and services, various headings (events, books, festivals, etc.).
- News on culture and communications.
- Search tool.
- Publications (some downloadable).

Archives nationale du Québec Site:

- On-line search tool, numerous databases, general information on the Québec archive.
- Possibility of downloading forms.

Interactional E-Services:

On-line forms for programs and certain services.

Transactional E-Services:

None.

Projects:

- Development of the *Système d'aide à la gestion intégrée du Conservatoire* (management of professional training service): specifically to eventually enable students to submit admission applications and consult their file on-line.
- Computerization of the financial assistance management system: specifically to enable clientele to submit their applications and monitor their status on-line.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Development of the <i>Système d'aide à la gestion intégrée du Conservatoire</i> (SAGIC) and development of a portion of the clientele-partner database (portion of the DIAPASON project for management of the granting of financial assistance):	\$730,900
(budgeted for 2003-2004).	
Feasibility study under the MCC Web services project:	\$105,960
(budgeted for 2003-2004).	

Ministère de l'Agriculture, des Pêcheries et de l'Alimentation (MAPAQ)

Web Site Administered: www.agr.gouv.qc.ca (department site)
www.ita.qc.ca (Institut de technologies agroalimentaires)
www.carrefouralimentaire.com (Carrefour alimentaire du Québec)

E-Service Objectives:

Our e-business vision specifies the general guidelines of our P&S:

- Citizen- and clientele-oriented services.
- Secure and reliable services.
- High-quality services.
- Integrated, optimized, high-performance services adapted to our clientele.
- Beneficial services.

Further to these general guidelines, our e-business vision consists of three major business guidelines:

- Improve the quality of services to citizens.
- Optimize performance by the State and its agencies.
- Contribute to the development of Québec society, according to the government's four missions, i.e., health, knowledge, prosperity and security.

2002-2003 Management Report Highlights of E-Services:

- For the entire Department, assessment of clientele satisfaction is very good with over 95% of clients satisfied or very satisfied with most items assessed.
- According to the survey, the items to be improved include: Information available on access to services (dissatisfaction rate of 7%).

List of On-Line E-Services:

Informational E-Services:

Department site:

- Numerous information headings.
- On-line forms (71).

Carrefour alimentaire du Québec:

- International commercial site with numerous headings and databases on Québec products (arranged by product or region) Institut de technologies agroalimentaires.
- Information on study programs, international collaboration, student services, etc.

Interactive E-Services:

None.

Transactional E-Services:

Department site:

On-line payment for renewal of food establishment licenses, specifically restaurants.

Projects:

- Financial support and management information system: for farmers, fishers and other clientele, such as researchers, on-line access to their files and possibility of updates, on-line grant applications and follow-up. Veterinarians can request on-line refunds and consult the summary of their interventions with farmers.
- Program to analyze Québec beef herds: access for farmers to technical information on their herds, management by identification of genetically superior or high-performance cattle.
- Renovation of the Web site: a single Department site presenting services according to clientele and giving access to transactional application.
- Several projects to create databases in the fishing and aquaculture sectors, agrifood sector, etc.
- Creation of an integrated file for each of the Department's clients using a single identifier.
- Epidemiological management (inspection tracking and assistance system to avoid massive slaughtering in the event of a disease).
- E-learning program.
- Electronic license management for the fishing and aquaculture sectors.

Interdepartmental/Agency Project:

Démarrez votre entreprise portal (posting of seven administrative formalities), in progress.

Expenditures:

Appropriations Allocated to E-Services:

Renovation of the new Web site:

- Architecture and impact study (2003-2004): \$265,000
- Implementation :
 - 2003-2004: \$365,000
 - 2004-2005: \$775,000
- Maintenance and development of the current site managed internally by Webmasters: 10.5 FTE in total.
- Maintenance costs for the new site: \$913,000 per year, including resources, software and hardware upgrades.

Ministère de la Justice (MJQ)

Web Site Administered:	http://www.justice.gouv.qc.ca	(Department site)
	http://www.amendes.qc.ca	(Bureau des infractions et amendes)
	http://www.rdprm.gouv.qc.ca	(Registre des droits personnels et réels mobiliers)
	http://www.lobby.gouv.qc.ca	(Registre des lobbyistes)
	http://www.infocles.justice.gouv.qc.ca	(Service de gestion de clés et certificats)

E-Service Objectives:

All applicable services to go on-line by 2004.

2002-2003 Management Report Highlights of E-Services:

- Information documents and content on the Web site: according to the annual report, this goal was reached in 2002-2003.
- RDPRM: the report concludes that electronic access to the register was 99.9% respected according to the timeline, and that generally, access to the register was maintained at 100%.

List of On-Line E-Services:

Informational E-Services:

Department Site:

Information on the Department, policies, searches by subject, downloadable documents and forms, links to sites of interest.

Interactional E-Services:

None.

Transactional E-Services:

Bureau des infractions et amendes:

On-line ticket payment.

Registre des droits personnels et réels mobiliers (RPMRR):

On-line registration and consultation of the register; secure on-line payments; use of a public key infrastructure (PKI) to send requests for registration electronically; in order to ensure the integrity, completeness and confidentiality of the information being sent, the authentication of the sender as well as non-repudiation (by electronic signature).

Registre des lobbyistes:

Registration and on-line consultation of the register; contextual on-line help; use of PKI to send requests for registration electronically; in order to ensure the integrity, completeness and confidentiality of the information being sent, the authentication of the sender as well as non-repudiation (by electronic signature).

Service de gestion de clé et certificats:

Creation of keys and certificates for those interested in using government services requiring a PKI.

Projects:

Bureau des infractions et amendes:

On-line payment of fines at amendes.qc.ca.

Service de gestion de clé et certificats:

On-line preparation and e-mailing of identity verification reports needed to issue keys and certificates, as well as the development of the on-line subscriber agreement.

Interdepartmental/Agency Project:

Système informatique de gestion des infractions et de la perception de amendes (SGIPA): Secure exchange of information between the BIA and the D/A entrusted with processing tickets and complaint reports (SQ, SAAQ, CCQ, RBQ, MSP, etc.) and the prosecutors and partners (the Justice Department, deputy public prosecutors, bailiffs, financial institutions, the MSP, etc.) In progress. Deadline December 2005.

PKI: Issuing of certificates which allow the authentication of the servers of various partner departments and agencies to send confidential information to be saved in the Registre des sanctions (adolescents). In progress. Other partners will be added to secure confidential data on workstations and during sending of e-mail (prosecutors, judges, TAQ, SQ).

Expenditures:

Appropriations Allocated to E-Services:

Department Site:	\$31,890 (excluding salaries)
Bureau des infractions et amendes:	
Development costs:	\$39,800
Operating costs:	\$12,000
Registre des droits personnels et réels mobiliers:	
Maintenance costs:	\$4,106,000
Registre des lobbyistes:	
Development costs:	\$182,000
Maintenance costs:	\$296,600
PKI:	
Development costs:	\$56,500
Maintenance costs:	\$539,900

Ministère de la Santé et des Services sociaux (MSSS)

Web Site Administered:

www.msss.qc.ca
www.opinionsante.com

E-Service Objectives:

- To considerably improve citizens' ability to make good healthcare decisions and to make informed individual and group choices about their health, the health of others, and the health and social services system.
- To reinforce the relationship between patients and professionals within the health and social services network.
- To improve accessibility to and the quality of health and social services, while increasing the efficiency of the system.

2002-2003 Management Report Highlights of E-Services:

Objective 21.1: (p. 75)

Describes the work begun to design and develop a general portal featuring three components (informational, collaboration, transactional), for which initial implementation in 2003-2004 will consist in launching a public portal enabling citizens to increase their knowledge about a health or wellness topic

Objective 21.2: (p. 76), emphasizes the gradual placing on-line of family medicine groups beginning in 2001-2002.

As at March 31, 2003, 17 FMGs had been accredited by the Minister, and the Department undertook to create the sites within 30 days of the accreditation. During 2002-2003, the computer applications to be deployed within FMGs were prioritized, i.e., the following four applications: Registration of FMG clientele with the RAMQ, results of laboratory analyses, identification of "vulnerable" clientele registered with *Info-Santé*, and transmission of the duty list of each FMG to *Info-Santé*. Moreover, a request for proposals was issued for a pharmacotherapy prescriber. The registration application has been available since fall 2002. The other applications will be tested in May 2003 and subsequently launched in the accredited FMGs.

Objective 22.1: (p. 77), indicates that the Department is continuing deployment and upgrading of telehealth sites created in the health and social services network since the advent of the RTSS (fall 1998).

Projects in a wide variety of fields have been implemented at various sites across the province: Pediatric echocardiography, cardiology, speech language pathology, psychiatry, dermatology, dialysis, nuclear medicine duty department, telepathology and oncology, teleophthalmology, orthopedics and radiology. In 2002-2003, new projects were accepted by the Department, namely 14 regional teleradiology projects (PACS) one telepsychiatry project, two telerehabilitation projects, one telenephrology project, and the province-wide deployment of video-conferencing.

Objective 23.2: (p. 79), anticipates the completion of development and deployment of the *Système d'information sur la gestion des listes d'attente* (SGAS). In fact, it was launched in April 2003 for tertiary cardiology services.

Before extending computerization of the SGAS to other sectors and all waiting lists, an evaluation will be conducted.

List of On-Line E-Services:

Informational E-Services:

Consultation of surgery waiting lists in hospitals.

Interactive E-Services:

- Public consultation via www.opinionsante.com (the first consultation will take place by March 2004, followed by four consultations per year thereafter). People can also participate by telephone.
- Search tool to find a CLSC by postal code.
- Possibility of registering for the news service: subscribers notified by e-mail of new site features.

Transactional E-Services:

None.

Projects:

- Development of an intranet for the network: enable the Department to contact network personnel and provide them with information.
- Health portal project: may lead to a citizens', professionals' and business portal.
- CLSC search tool: improve the current search tool by including geomatic features and contact information for resources (pharmacies, clinics, etc.).
- Public health information program: integrated support program for managing health problems, including a paper information manual for each household, a Web database, and an improved *Info-Santé* line (single number and call centre for better service). Collaboration with network professionals so that all of them use the same work tools. Dissemination of content under specific themes.
- Dissemination of dynamic content: waiting lists in Emergency, waiting lists for surgery, etc.
- Telehealth program, appointments, consultation of e-files, etc.

Interdepartmental/Agency Project:

MAPAQ project that aims to provide joint government information on GMOs via a Web site involving five D/A: MAPAQ, MENV, MRST, MSSS and OPC.

Expenditures:

Appropriations Allocated to E-Services:

- Site maintenance (including personnel salaries): \$163,250
- Development (including personnel salaries): \$220,000
- Creation of www.allumelagang.com in June 2003: \$122,500
- In progress:

www.parlonsdrogue.com: \$23,000
www.aimersansviolence.cim: \$85,000
www.virusdunil.info: \$94,341

Ministère de la Sécurité publique (MSP)

Web Site Administered: <http://www.msp.gouv.qc.ca/>

E-Service Objectives:

To achieve a business architecture in 2004-2005 that specifies business needs in relation to the needs of users and partners, and thereby set P&S priorities.

2002-2003 Management Report Highlights of E-Services:

Participation at various colloquia or government meetings on improving services (including the delivery of e-services); participation in interdepartmental work sub-committees (creation of a guide on how to draw up a plan for improving services, and a glossary of terms used in the improvement of services and the Service Statement of Citizens).

List of On-Line E-Services:

Informational E-Services:

- Informational site using a client-specific approach, including a page for youths aged 8 to 12 .
- On-line forms related to the services.

Interactive E-Services:

Management of fire reports.

Transactional E-Services:

None.

Projects:

- In development: making alcohol, racing and gambling permits transactional, in addition to forms for the Financial Aid Program for Disaster Victims.
- Potential for making transactional (however, not currently the focus of any tangible developments): refunds for disaster victims; links with the *Régie des alcools*; requests to the *Commission d'accès à l'information* (for example, a coroner's report).
- Development of an extranet site for our partners (for example, police forces) would be useful (could greatly reduce their paperwork).

Interdepartmental/Agency Project:

- Very few possibilities given the sensitive nature of the data.
- Geomatics for use by the MRC and municipalities for public security purposes: is it used by the MAMSL? Once again, it seems to be held back by the royalties owed to the MRN.
- Internal Management System: those involved say that because municipalities are using these services, they should also be contributing financially.

Expenditures:

Appropriations Allocated to E-Services: 2003-2004: \$1,160,900

Ministère de l'Éducation (MEQ)

Web Site Administered: www.meq.gouv.qc.ca
www.afe.gouv.qc.ca
www.cofpe.gouv.qc.ca
www.cpe.gouv.qc.ca
www.cpn.gouv.qc.ca
www.ceec.gouv.qc.ca
www.cse.gouv.qc.ca

E-Service Objectives:

The objective to continually improve services to citizens rests on work begun three years ago to thoroughly review work methods using information technologies to increase accessibility to services, reduce processing time and increase the efficiency of disseminating information using the Internet. This work led the Department to commit to major projects that will improve services:

- CONTACT – On-line applications for financial assistance and file follow-up.
- CHARLEMAGNE – Requests for transcripts and diplomas.
- EDM – Dissemination of Department data.
- Internet portal – Integrated access to services and dissemination of Department information according to a more needs-oriented approach.

2002-2003 Management Report Highlights of E-Services:

Several measures were successfully implemented in 2002-2003 to improve direct services to citizens: feasibility study to design an e-form for requesting copies of letters of certification for college studies.

List of On-Line E-Services:

Informational E-Services:

Department Site (including committees, commissions and boards):

Several information headings, possibility of downloading documents and publications, access to directories for resources, courses, search engines, etc.

Student Financial Assistance Site:

The site also provides access to Student Financial Assistance forms, publications, general information and administrative documents

Interactive E-Services:

Department Site (including committees, commissions and boards):

- Possibility of obtaining transcripts or copies of diplomas.
- On-line requests for information or documentation.

Student Financial Assistance Site:

- On-line applications for financial assistance (full-time and part-time) .
- Students can consult their files on-line.

Transactional E-Services:

Department site (including committees, commissions and boards):

- Requests for transcripts and high school diplomas.
- On-line requests for copies of diplomas of college studies.
- For teaching institutions: reserved access documents and additions to the Department's data collection system.

Student Financial Assistance Site:

- On-line applications for financial assistance (full-time and part-time).
- Students can consult their files on-line.

Projects:

- Creation of a Department portal that includes all Department services. This portal will link to a future Education portal.
- **Student Financial Assistance site:**
- Creation of an Extranet for partners (teaching institutions) to exchange information and access reserved documents.
- Creation of on-line transactions between Student Financial Assistance and financial institutions.
- Broadening of the offer of on-line services (possibility for students to edit their files on-line).

Interdepartmental/Agency Project:

Collaboration with the MESS for on-line placement and job market information sites (in progress).

Expenditures:

Appropriations Allocated to E-Services:

Anticipated expenditures in 2003-2004:

Site Maintenance:

- Human resources and maintenance for Department sites (excluding the SFA): \$120,000
- Human resources and maintenance for the SFA site: \$120,850

Development:

- Work to improve the Department site and launch the Department portal: \$200,000
- Development of the SFA site: \$94,000

Ministère de l'Emploi, de la Solidarité sociale et de la Famille

Web Site Administered: <http://www.messsf.gouv.qc.ca>
<http://www.servicesdegarde.gouv.qc.ca>

<http://www.mfe.gouv.qc.ca>
<http://www.famille.gouv.qc.ca>

<http://www.emploi Quebec.net>

E-Service Objectives:

To increase the use of information technologies in order to improve, access to services, speed up the response and simplify transactions with clients (objective 15 in the strategic plan); to contribute to improving the quality of services to citizens and businesses by facilitating access to services and simplifying their use.

To support the optimization of resource management and improvement in the delivery of services; to contribute to maximizing social, cultural and economic spin-offs.

2002-2003 Management Report Highlights of E-Services:

A new Department Web site launched in 2002 presents information that meets the needs of the main clientele in the three-themed portal - family, daycares and seniors. This site includes new features on the location of daycares and provides a list of early childhood centres and daycares (as mentioned below). A new e-service (LMI Online) that provides information on the labour market was launched in 2003.

The annual report for what was until April 14, 2003 the *Ministère de l'Emploi et de la Solidarité sociale* highlights low use of the Department's Web site by individual clients, with only 4-19% of people surveyed confirming having used it to contact the Department. Accordingly, this is a good opportunity for development. However, given the low number of respondents to the survey who had Internet access, these results must be viewed with caution. In the same survey conducted between March and June 2002, business clients claimed an 86% rate of Internet access, and the proportion of businesses having already used the site to contact the Department stood at 34.5%.

List of On-Line E-Services:

Informational E-Services:

- Department information, news and press releases, descriptions of programs, measures and services resources, information on statistics and current major files, recovery centre, database on community organizations, labour market publications.
- Individual services: information, complaints, decision reviews, *Centre des garants défailants*, *Service aux parrainés*, etc.
- Static and interactive forms.
- Extranet for *Commission des partenaires de marché du travail*: virtual information centre.

Interactive E-Services:

- Search tool to enable parents to obtain contact information on all daycare services near their home using an interactive geographic map.
- List of LECs by region, town and postal code.
- On-line consultation of and subscription to various periodic electronic bulletins.
- Customized search of over 500 trades and professions, training programs, economic activity sectors (Québec overall and by region).

Transactional E-Services:

- On-line consultation of the funding and development of daycare services (project completed)
(The Department considers the following features as being integrated)

For people looking for work: applications and job search.

For employers: Listing of job offers and search for applicants.

Automatic matching feature: enables both clienteles to create a search request for an applicant or a job offer.

Projects:

- Greater integration of the Department's Web site.
- Project to use the P&S to support an exchange of information between *Emploi-Québec* and its partners in the work assistance sector: use a secure Internet application to send the information needed to have an individual accepted by the partner (e.g., community organizations, youth employment centres, etc.) and to send information to the Department.
- Employment profile: project to enable clients to submit information on their employment profile electronically, thus giving the user greater independence and releasing agents from data entry tasks.
- Daycare occupancy chart: computer tool to enable ECCs and daycares to submit their occupancy charts to the Department via a secure electronic link.
- CV assistant: tool to create and print a CV and save it directly in the applicant's employment file.
- Distribution of official ISQ statistics: creation of an integrated database of official statistics in Québec. The Department will help create this database using data compiled by the Department.
- Addition of an information aspect on the labour market related to businesses (LMI Online).
- Other avenues for reflection: interactive management of waiting lists, reorganization of the general distribution of information from the *Bureau des renseignements et plaintes, client communication* centres and local employment centres, self-service communication and access to the client's file, preparation and submission of an application for assistance and statement of a change, electronic payment and verification of client

Interdepartmental/Agency Project:

On-line placement:

- Links with private and public partners (e.g., MDER, DRHC) to offer a greater variety of on-line placement services.
- Consultation of job offers and applicants per type of employment based on sectorial committee sites (in progress).
- Broaden partnerships, for example, with the *Secrétariat du Conseil du trésor*, the *ministère de la Santé et des Services sociaux*, the *Fédération des municipalités* (some work completed and others in progress).

LMI Online:

Includes links to resource organizations: *Inforoute de la formation professionnelle et technique* (MEQ), links to universities (completed). Several departments and agencies use information available at LMI Online: MRCI, CSST, MEQ, MDER.

Emploi Québec portal:

The Department has offered to lead this project.

Expenditures:

Appropriations Allocated to E-Services:	Total 2003-2004 investment for developing e-services:	\$5.2 M .
	Human resources:	\$4.9 M .
	Infrastructure:	\$0.3 M .

Ministère de l'Environnement (MENVQ)

Web Site Administered: <http://www.menv.gouv.qc.ca/>

E-Service Objectives:

To provide information about the laws, regulations, policies and programs that apply to the Department, on the Department's Web site, as soon as they are officially announced.

2002-2003 Management Report Highlights of E-Services:

In 2002-2003, 96% of the documents were posted within 24 hours of being officially announced (compared with 98% in 2001-2002).

List of On-Line E-Services:

Informational E-Services:

- Public register of requests for certificates and authorization (issued or being processed).
- List of contaminated sites.
- List of dams and water levels.
- Guide for the consumption of fish.
- Bacteriological water quality at public beaches.
- Water levels of lakes and rivers.

Interactive E-Services:

None.

Transactional E-Services:

Extranet enabling the electronic transfer of information between business partners and the Department regarding: controlling the quality of drinking water, the Environnement-Plage program, managing pesticides, and groundwater catchment.

Projects:

- Real-time information on air quality.
- Post the site www.cehq.gouv.qc.ca (containing all information related to water expertise and dams from the independent unit, *Centre d'expertise hydrique du Québec*).
- Develop a Web site for the independent unit, *Centre d'expertise analyse environnementale du Québec*.
- Water Project - Watersheds: major restructuring of information related to water management and the development of products specifically for watershed management.

Develop Two Extranets:

- Eliminating Residual Materials Project.
- Managing Hazardous Materials Project.

Interdepartmental/Agency Project:

Business Start-Up Portal: to be done in collaboration with the Department; analytical work to standardize and simplify forms.

Expenditures:

Appropriations Allocated to E-Services:	Web site development and maintenance: (\$250,000 for Internet management, including salaries for five FTEs, and \$15,000 for maintenance, i.e., hosting, search tool and development [\$5,000 each])	\$265,000
	Groundwater Catchment development:	\$75,000
	Maintenance of three extranets:	\$10,800
	Total for 2003-2004:	\$350,800

Ministère des Affaires municipales, du Sport et du Loisir (MAMSL)

Web Site Administered:	www.mamsl.gouv.qc.ca	(Department site)
	www.sls.gouv.qc.ca/sls	(Secrétariat aux Loisirs et aux Sports)
	www.kino-quebec.qc.ca	(Kino-Québec)
	www.jeuxcanada.qc.ca	(Canada Games)
	www.equipequebec.qc.ca	(Équipe Québec)
	www.portail.mamsl.gouv.qc.ca	(Bureau municipal)

E-Service Objectives:

To implement the framework needed to facilitate the development of the P&S of the MAMSL, as well as the various departments that deal with the municipal network and the sports and leisure network, and facilitate their access; also, promote the development of new information and communication technologies (NICTs) by municipal agencies, specifically through an informational and transactional portal for municipal governments, and by developing the municipalities' P&S for taxpayers.

2002-2003 Management Report Highlights of E-Services:

The 2002-2003 management report stipulates the implementation of a municipal information superhighway and, more specifically, that over 50% of the information needed to manage Department programs and activities had been sent by the municipalities to the MAMSL as part of the P&S, and that the *Système d'information et de gestion en aménagement du territoire* (SIGAT), the geomatic component of this information superhighway, is being launched across the entire municipal network.

List of On-Line E-Services:

Informational E-Services:

- Directory of municipalities (created from a database and accessible via an exhaustive search tool).
- Directory of median proposals and comparative factors.
- Preparation of the 2004 budget (planned transfer amounts).
- Map of Québec in the revision of layout diagrams.
- Discussion forum – work site on instrumentation.

Interactional E-Services:

- Registration and presentation of activities proposed by the municipalities as part of *Semaine de la municipalité*.
- Search tool and on-line registration for athletes and coaches.

Transactional E-Services:

- Compilation and display of results of municipal elections.
- Possibility of on-line registration for programs.
- Certain users who disseminate information, such as sports federations, can update on-line information themselves using a password.
- Secure site on which municipalities can access Department P&S in the form of a one-stop service point. The system uses a single identifier with customized menu so that municipalities can access P&S developed by the MAMSL and any other department or agency that deals with municipalities.
- P&S already on-line: SESAMM for Québec municipalities to enter and send financial reports and budget forecasts, SOMAE for managing water filtration plants in Québec, SIGAT to provide an initial geomatic database compatible for all Québec municipalities, SSI for the permanent inventory of firefighting equipment, GDT for sending all construction and renovation permits issued by the municipalities, and SVS for strategic monitoring.

Projects:

- *Bureau municipal* site: upcoming P&S include EVALUA for the transmission and consultation of data from the municipalities' property assessment rolls, SSRE for monitoring municipal loan regulations, SSPI for monitoring municipal infrastructure programs, STCM for transactions with Québec municipal courts, SREQ for programs of the *Société d'Habitation du Québec*.
- Department site: grouping of information in a database to facilitate document searches (by theme, for example), renovation and integration of the *Secrétariat au Loisir et au Sport* site into the Department site, addition of a FAQ section, and a citizens' section.
- Renovation of the Kino-Québec site.

Interdepartmental/Agency Project:

- According to the CEFRIO, the *Bureau municipal* site is the only operational, integrated government site that aims to group together the greatest possible number of department and agency P&S intended for the municipal network. It is a government site featuring P&S and databases used by more than one department.
- The *Système d'information et de gestion en aménagement du territoire* (SIGAT) involves some 18 departments and agencies responsible for applying the Act respecting land use planning and development; SIGAT comprises a virtual library of over 6,000 documents and 7,000 maps related to the layout of Québec's RCMs and digital diagrams for their electronic update; the *Banque de données des schémas d'aménagement* (BDSA), compatible for all municipalities, has an interdepartmental scope since it can be used for any government project intended for the municipal network.

Expenditures:

Appropriations Allocated to E-Services:

TOTAL BUDGET FOR 2003-2004: \$1.1M in operations.

Ministère des Finances (MFQ)

Web Site Administered: <http://www.finances.gouv.qc.ca/>
<http://www.placementsquebec.gouv.qc.ca/>

E-Service Objectives:

To improve the efficiency and effectiveness of payment and collection methods available to individuals and businesses.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

Budgetary documents, press releases, Minister's speeches, etc.

Interactive E-Services:

Épargne Placements Québec Web site: informational and transactional site offering Québec savings products. Account holders are given a user name and password, enabling them to view their portfolio and make transactions (purchase products, make a change of address, withdraw funds from an account).

Transactional E-Services:

- Online P@yment service: on-line credit card payment service made available to other departments.
- *Clic Revenu*: the MFQ participates in this project, which offers its users payment options via the Web sites of financial institutions.

Projects:

To complete a study that will lead to an action plan (clients' needs, search for effectiveness, improved performance).

Interdepartmental/Agency Project:

Non specified.

Expenditures:

Appropriations Allocated to E-Services:

Government Payment Server:

Server management for 2003-2004: \$500,000

Project development and follow-up, in-house management: \$250,000

Creating *Clic Revenu* (MFQ contribution): \$175,000

In-house management of the other sites, including human resources, annual budget: \$475,000

Total: \$1,400,000

Ministère des Relations avec les citoyens et de l'Immigration (MRCI)

Web Site Administered:

<http://www.mrci.gouv.qc.ca> (Department Site)
www.publicationsduquebec.gouv.qc.ca (*Publications du Québec*)
www.drapeau.gouv.qc.ca (Governmental portal)
www.webmaestro.gouv.qc.ca (Webmaster)
www.aiprp.gouv.qc.ca (Access to information and protection of personal information)

www.immigration-quebec.gouv.qc.ca (Immigration and integration)
www.piv.gouv.qc.ca (*Programme d'identification visuelle*)
www.bibliotheque.gouv.qc.ca (Documentary information portal)
www.ribg.gouv.qc.ca (*Réseau informatisé des bibliothèques gouvernementales*)
www.etatcivil.gouv.qc.ca (*Directeur de l'état civil*)
www.scf.gouv.qc.ca/ (*Secrétariat à la condition féminine*)

E-Service Objectives:

The Department's objectives concerning delivery of e-services are to:

- Adapt the structure and conditions for delivering products and services so as to adequately meet the recognized needs of its clientele, while using new information technologies to enable direct access by citizens. To this end, the MRCI, in keeping with other departments and agencies, has set an objective to make all of its programs available on the Internet by March 2004 such that its most frequently used forms can be filled out and sent electronically (incorporating an electronic signature);
- Simplify citizens' dealings with the government, in partnership with other departments and agencies and in respecting the security and protection of personal information;
- Disseminate quality, structured government information that is accessible according to the communication method selected by the citizen.
- The MRCI's objectives in terms of delivery of e-services related to these guidelines will be incorporated into the program planning and review work scheduled for the next financial year (2004-2005).

2002-2003 Management Report Highlights of E-Services:

The *Direction générale de la région métropolitaine* in the *Intégration and régionalisation* sector received and processed 15,703 requests in 2002-2003, compared with 8,309 requests in 2001-2003, an increase of 88.9% [...] The average turnaround time was eight days, which is below the target set at ten days.

- At *Communication-Québec*, all e-mail requests for information received an immediate, automatic acknowledgement. Wherever possible, the reply follows within a maximum of 1 day. A customized acknowledgement notifies the sender of the time required for the request if it cannot be answered within one day. Again in 2002-2003, *Communication-Québec* processed 14,566 e-mail requests for information. The Department believes that most e-mail requests for information were answered or forwarded within the target of one day stipulated in the Statement of Services.
- The *Directeur de l'état civil* received 17,297 e-mails in 2002-2003, compared with 11,228 in 2001-2002, with the majority being answered within the target of ten days. According to the annual management report, "the increase in the number of e-mails stems in large part from an increase in the number of requests for certificates and much broader use of the Internet as a communication tool."
- The purpose of the regional portals is to facilitate access for citizens in the regions to government programs and services. These portals are coordinated with the Québec Government portal, which disseminates information of general interest for all [Quebecers.www.gouv.qc.ca]. During 2002-2003, this portal registered 3,692,307 visits (total visits to government portals stood at 6,319,923 in 2003).

List of On-Line E-Services:

Informational E-Services:

Department Site: search tool, **Immigration and Integration Site:** information on Department programs and services, information on Québec, downloading of forms, on-line list of services offered by community organizations, **Publications du Québec:** search tool, downloading of forms, **Programme d'identification visuelle:** consultation of the graphics standards guide, secure access for certain designated individuals (user name and password), **Government Information Portals (national and regional):** general information on Québec, Access to service "clusters," links to all departments and agencies, search tool, **Directeur de l'état civil:** information on deeds and documents relating to civil status, downloading of forms, **WebMaestro** (Site for Web specialists in the Québec Government): technical information on Web site design and numerous links to reference sites, access to information and protection of personal information in Québec, **Secrétariat à la condition féminine:** information on government actions to promote equality between men and women.

Interactive E-Services:

On-line Immigration and Integration Site: preliminary assessment of immigration.

Transactional E-Services:

Department Site: information on programs, services and the main issues concerning relations with citizens and immigration, possibility of downloading or ordering documents (guides and others), list of media in Québec, **Publications du Québec:** transactional site enabling the purchase of publications (user code and password) **Réseau informatisé de bibliothèques gouvernementales** (RIBG), computerized management by the personnel of member libraries (user name and password)

Projects:

Government Information Portal (national and regional): in 2004, government portals will be converted to service portals, as described in the priority action plans for e-government by the *Bureau pour le développement du gouvernement électronique* of the *Sous-secrétariat à l'information gouvernementale et aux ressources informationnelles* of the *Secrétariat du Conseil du trésor*: one-stop service point - Assessment of the pilot project (service points in 25 regional offices for citizens without Internet access) in 2004. Assessment of the relevance of broader deployment in other locations, *Service québécois de changement d'adresse*: additional funding of \$1.96M from the *Fonds de partenariat interministériel* (FPI) was granted in November 2003.

Interdepartmental/Agency Project:

Interorganizational Project: the *Programme d'identification visuelle* site made available to all departments and agencies (in progress); Phase 2 of the *Service québécois de changement d'adresse* project (with support of other departments and agencies and the development of new features).

Expenditures:

Appropriations Allocated to E-Services:

Total budget for 2003-2004: \$324,540 and 13.0 FTE.

Ministère des Relations Internationales (MRI)

Web Site Administered:	http://www.jmri.gouv.qc.ca	(Department site)
	http://www.saiq.qc.ca	(Site of the <i>Secrétariat à l'Aide internationale</i> - will be integrated into the Department site)
	http://www.mission-quebec.com	(Site of the <i>Bureau des missions</i> - will be integrated into the Department site)
	http://www.quebecnews.com	(Translations of Québec papers)
	http://www.quebec-europe.be	(General Delegation of Québec in Brussels)
	http://www.quebec.org.uk	(Québec Government Office in London)
	http://www.mri.gouv.qc.ca/mexico	(General Delegation of Québec in Mexico City)
	http://www.quebecusa.org	(Québec in the USA)
	http://www.quebec.fr	(General Delegation of Québec in Paris)
	http://www.mri.gouv.qc.ca/tokyo	(General Delegation of Québec in Tokyo)

E-Service Objectives:

Québec's international influence through a network of Web sites adapted to the information requirements of our various clientele:

- To deploy interactive tools that promote loyalty among Internet users (e-newsletters).
- To increase the Québec population's awareness of the government's international activities by promoting access to information about the Department's activities and programs.

2002-2003 Management Report Highlights of E-Services:

- Applicants to internships abroad received an e-mail reply regarding their eligibility to the program within the set deadline of five business days.
- The MRI sent an e-newsletter entitled Québec@Monde on the occasion of important events (general consultation on the project *Observatoire québécois de la mondialisation* - Porto Alegre).
- Participants in missions organized by *Mission Québec* were given the opportunity to register on-line.

List of On-Line E-Services:

Informational E-Services:

Department Site:

- Information about Québec's presence abroad.

QuebecNews.com:

- Translations of various newspaper articles about Québec.

Sites for Québec's Delegations Abroad:

- Information about Québec and links to sites of interest.

Interactive E-Services:

Department Site:

- Possibility of searching a database containing all agreements between Québec and other states.
- Possibility of registering on-line for the missions of *Missions Québec*.
- Electronic version of the form for internships with international organizations.

QuebecNews.com:

- Possibility of subscribing on-line to Québec Flash.

Sites for Québec's delegations abroad:

- On-line subscription to e-newsletters: Quebec.fr (site of the General Delegation of Québec in Paris) . Québec Info (Web site of the General Delegation of Québec in Munich).

Transactional E-Services:

None.

Projects:

- Restructure the Department site: aim to provide greater information on Québec's international activities.
- Deploy e-newsletters related to each site, managed by the Department (newsletters are e-mailed).

Interdepartmental/Agency Project:

As part of the reflection on e-government, the *Secrétariat du Conseil du trésor* wishes to review the government's computer architecture based on its clientele. In order to promote a fair perception of Québec abroad and develop a coherent image of Québec on the Web, it is best to implement an international portal for foreign clientele. The MRA wishes to participate in the work to design a portal for non-residents.

Expenditures:

Appropriations Allocated to E-Services:

Total budget for 2003-2004: \$170,000.

Ministère des Ressources naturelles, de la Faunes et des Parcs (MRNFP)

Web Site Administered: <http://www.mrnfp.gouv.qc.ca/>

E-Service Objectives:

To place all relevant services on-line by 2004.

2002-2003 Management Report Highlights of E-Services:

- Acknowledge e-mails within one day: according to the annual management report, this objective was 100% achieved.
- The report contains no other direct reference to P&B.
- In 2002, P&B generated revenues of \$30M for 1.5M transactions (data obtained during a meeting with the Department's representatives).

List of On-Line E-Services:

Informational E-Services:

Information-type portal presented according to the Department's five areas of activity.

Interactional E-Services:

None.

Transactional E-Services:

- On-line payment of fees (forestry companies) and rent (public land tenants).
- On-line sale of documents and cards, and on-line payment.
- Consultation of property titles and cadastral lots, ordering of certain products for specific clientele (notaries, surveyors).
- On-line procurement of a mineral title and payment.
- Transmission of client and partner data to the Department via Extranet (technical information, tax data, files, etc.)
- Use of the SQAG to identify the user.
- Electronic forms.

Projects:

- Québec cadastral reform.
- Reform of the land register to establish an interactive link with clientele.
- Administrative project: optimization of common electronic delivery procedures (standardization); review of the technical support offer for external users; project to simplify forms.
- Specific project: payment of fees land register, site for releasing geographic information, government portal for geographic information, Québec satellite database.

Interdepartmental/Agency Project:

- *Plan géomatique du gouvernement du Québec:* Joint management of processing and dissemination systems for geographic information produced and used by several D/A.
- Partnership with the *ministère des Finances* for construction of the e-commerce corporate site.
- Change of address project.
- Development of intersectorial and interdepartmental service clusters.

Expenditures:

Appropriations Allocated to E-Services:	Development:	\$4,378,000
	Maintenance:	\$668,700
	Human resources costs for management and maintenance of department site and corporate e-services:	\$326,000
	Development of EDIT and land register:	\$15,300,000
	TOTAL:	\$19,678,000

Ministère des Transports (MTQ)

Web Site Administered: www.mtq.gouv.qc.ca

E-Service Objectives:

To offer Québec citizens and companies the possibility of secure, direct communications and transactions with the MTQ through the Internet to find information, fill out forms for grant applications, compensation and other services at any time and anywhere, to capitalize on the potential offered by the new information and communication technologies to improve Department performance and better serve the public.

2002-2003 Management Report Highlights of E-Services:

Over the course of the past year, the Department's Web site has had an average of 240,909 hits per month. Although traffic on the Department's Web site was down 28.3% from 2001-2002, the number of pages visited increased, reaching 3,200,000 consultations per month, thereby positioning it as leader among the 94 government Web sites studied, with 7,434,419 hits.

- According to a 2002 survey, 74% of people consulted know that road conditions are available on the Department's Web site, and 66% know that information on roadworks is also available.
- The Department reviewed its e-mail management procedure so as to cut response time. In 2002-2003, the Department received 3,175 e-mail requests for information, up by 11% from 2001-2002.
- The possibility of obtaining certain special traffic permits and paying fees on-line enabled the Department to pursue its efforts to simplify certain procedures applicable to the trucking industry in the goal of improving the effectiveness of highway shipping.
- The Department also placed a digital version of Québec's official highway map on its Web site. This product became available to the public in July 2002 in both French and English. The official highway map gives information on the highway network, the services offered and the main points of interest.
E-mail requests: 3,175 (increase of 11%).

List of On-Line E-Services:

Informational E-Services:

Database of highway distances, weight-restricted bridges and overpasses, and a list of expressways.

Interactive E-Services:

- Traffic cameras, road conditions, alternative measures during construction work.
- Origin-destination surveys.

Transactional E-Services:

- Car-pooling service.
- On-line subscription to various publications.
- Application for traffic permits for oversize vehicles, with on-line payment.
- Registration for specific events.
- Ordering of publications.
- On-line consultation of public-private partnerships.

Projects:

- Creation of specific portals: Department trucking sub-portal.
- Customization of services at mtq.gouv.qc.ca via regional sub-portals.
- Interactive forms: progress toward interactional and transactional phases.
- Transactional section for complaints, claims, comments, etc.
- Improvement of the site for individuals with various disabilities.
- Implementation of a content management tool and installation of a management chart for updating content.
- Implementation of a secure extranet for businesses, access to databases and Department services.
- Development and placing on-line of other types of special permits.
- Dissemination of the *Atlas routier du Québec*.

Interdepartmental/Agency Project:

- E-service delivery model: meetings were held between the MTQ, MAMSL, CTQ, SAAQ and MRCI with the goal of offering better transactional and Department services (e.g., on-line application for special permits, grants and assistance programs, requests for adapted transportation services, geomatic applications, through the creation of specific portals).
- Participation in the *Bureau municipal* portal (in progress).
- Creation of a Transport portal, in collaboration with the SAAQ, CTQ and STQ.

Expenditures:

Appropriations Allocated to E-Services:

TOTAL BUDGET FOR 2003-2004:

\$850,000

(including \$538,430 for professional service contracts)

Implementation of the e-service delivery model, including internal resources (five FTE for coordination and four FTE for Web site content management), external resources and investment in new technologies. \$25M spread over four years (investment scenarios under review).

Ministère du Développement économique et régional (MDER)

Web Site Administered: www.mder.gouv.qc.ca, www.mic.gouv.qc.ca, www.mrst.gouv.qc.ca, www.mreg.gouv.qc.ca, www.bonjourquebec.com, www.demarrez-entreprise.info.gouv.qc.ca, www.prixduquebec.qc.ca

E-Service Objectives:

Tourisme Québec:

- www.bonjourquebec.com: to promote the tourist attractions of Québec on world markets, sell Québec tourism products on-line, and provide information to the tourism industry.
- MDER: to develop the concept of the one-stop service point and apply it to e-services for businesses to simplify their relations with the government

2002-2003 Management Report Highlights of E-Services:

Science, Research and Technology:

- Acknowledge receipt of e-mails within two business days: raise personnel's awareness of the tools, e.g., management capsules, available to them.

Industry and Commerce:

- 98% of e-mails received via into@mic.gouv.ca received an acknowledgement within 24 hours.
- 96% of e-mails received at *Placement étudiant du Québec* received a response within three days.

- 100% of on-line applications for *Placement étudiant du Québec* received a reply within two days of receipt.

Tourisme Québec:

- 703 accommodation establishments have registered for *Tourisme Québec's* centre d'affaires électronique (CAE) (e-business centre) reservation service.
- 7.9 million people used the CAE, including 88% on the Web site, i.e., 66% more than last year.
- 93% of e-mail requests for tourist information were addressed within 48 hours.

List of On-Line E-Services:

Informational E-Services:

Department Site:

- Information about programs and services; dissemination of studies, reports, statistics, laws, publications, press releases.
- On-line request forms for programs.
- Subscription to e-newsletters.
- Registration for events (*Placement étudiant du Québec*, training, etc.).

Department Site on the Regions:

- The site includes various information on the Department, programs and regions.

Bonjourquebec.com Portal:

- The portal provides access to a multilingual information database on 13,000 tourism companies in Québec.
- Over 750 promotional pages.
- E-mail response within 48 hours.
- Loyalty program through an e-newsletter.
- Departmental component of the portal features information on *Tourisme Québec*, its programs and services for the tourism industry.

Interactive E-Services:

None.

Transactional E-Services:

Bonjourquebec.com Portal:

- The portal is used to reserve accommodation and tourism packages on-line. Based on agreements with private suppliers, the portal can be used to order or download tourism brochures, reserve show, plane or train tickets, rent cars, or purchase tourism guides and gift packages.
- Secure extranet that enables participating businesses to change their offers and prices, and to consult reservations made.
- As per the *Tourisme Québec* service approach, the portal is completed by a call centre and information counters throughout the province.

Projects:

MDER Department Site:

- Renovation of the four sites to reflect the new reality of the Department. Decentralized content management is planned. The future site will feature interactive functions.
- Subscription to e-newsletters, registration for events, polls, surveys, questionnaires and quizzes, information exchanges, etc.
- On-line payment.

Business Portal:

- Access for businesses to all 900 products and services offered and organized into 11 clusters, according to the life cycle.
- Business start-up cluster available since 2001.
- Example of interactive services: help and practical advice section, for example, on interactive business plans; consultation and update of files; on-line question and answer service; discussion groups on specific topics.

Bonjourquebec.com Portal:

- Creation of a media section.
- Translation of the site into Italian.
- Increased editorial and information content, improved browsing, search and reservation functions.
- New partnerships to diversify the products offered.
- Department component of the portal will be transferred to the renovated MDERR site, while remaining accessible via *bonjourquebec.com*. Amended partnership agreement with Bell to be finalized for the portal.

Interdepartmental/Agency Project:

- Business information: includes products and services offered by the Québec and Canadian governments (in progress).
- The Department is collaborating with Industry Canada on a feasibility study for an integrated business services project.

Expenditures:

Appropriations Allocated to E-Services:

Department Site:

- Business portal: \$12-18 million over four years (estimate).

Bonjourquebec.com Portal:

- Portion managed and developed in partnership with Bell: \$4 million (in 2003-2004, recurrent at \$3.7 million).

Ministère du Revenu (MRQ)

Web Site Administered: <http://www.revenu.gouv.qc.ca>

E-Service Objectives:

Integrated into the Department's strategic plan, e-services aim to offer citizens and businesses improved and simplified services. Accordingly, the main objectives are to facilitate the execution of tax obligations for citizens and businesses; offer a self-service counter that is permanently open to clients; facilitate relations with the Department through a better awareness of tax obligations, more complete and better presented information, the availability of better methods, the availability of electronic transactions and the ability to consult their file.

2002-2003 Management Report Highlights of E-Services:

Posting new services on-line is mentioned as a highlight in the 2002-2003 annual management report.

List of On-Line E-Services:

Informational E-Services:

Various support programs for business start-ups.

Interactive E-Services:

Numerous downloadable applications on the site: WinRAS (provides tax tables and enables employers to calculate their employees' payroll deductions); e-filing of personal tax returns (for simplified returns).

Transactional E-Services:

- Since 1993, financial institutions have provided e-payment and e-filing services for their clients, in collaboration with the Department.

On-Line Transactions Available to Taxpayers

- NetFile Québec: used by taxpayers to e-file their returns prepared with commercially available tax software (the Department issues each user a secret access code).
- Refund Info-Line: enables taxpayers to determine the status of their tax returns and know the date of their refund.
- Access Code Info-Line: enables taxpayers to obtain an access code.
- On-line change of address.

On-Line Transactions Available to Businesses

- On-line change of address - Ordering forms: to receive paper forms by mail - Validation of QST number: enables businesses to confirm that their suppliers are registered for QST - On-line registration of files with the Department: for new businesses, obtain QST/GST and deduction-at-source numbers on-line - Clic Revenue electronic services (CRES, registration for services: assignment of a user name and password enabling an identified user in the company to use specific e-services; Filing QST, GST and DAS; Annual production of Relevé 1 slips and employer's summary; Consultation of the business's tax file; Information on its account; Management of powers of attorney: The user can procure access rights for a secondary user (these may even be external as of December 2003) - For businesses, payroll companies and financial institutions: possibility of e-filing statements.

Projects:

- Payment services: broadening of payment services for individuals to other financial institutions; new payment service by pre-authorized debit; CRES - Addition of new e-file tax returns (tires, lodging, insurance, annual NPO form); CRES - Stop issuing tax return forms; CRES - Improved secure e-mail service for supporting documents and replies via the Internet.
- Improved informational content.
- Possibility for taxpayer to receive their TP-1 notice assessment; CRES - Possibility for agents to receive assessment and DAS notices via the Internet; CRES - Work on a direct link with a business's commercial accounting and payroll software; CRES - Corporate tax returns; CRES - Improved services for better processing of the list of support payment debtors; CRES - On-line updating of a business's file; CRES - Amended tax returns.

Interdepartmental/Agency Project:

The Department has been asked to play an active role in certain government projects, including:

- The *Service québécois de changement d'adresse* (SQCA);
- The *Portail de démarrage d'entreprise* (PDE)
- The *Service québécois d'authentification gouvernementale* (SQAG).

In addition, the Department is collaborating with the QPP to implement a joint authentication solution for the purpose of supporting QPP P&S.

Expenditures:

Appropriations Allocated to E-Services:	TOTAL AMOUNTS COMMITTED for 2003-2004:	\$11,96M
	Completion of development phase 1 (duration of three years, ending in December 2003):	\$5.70M
	Start of development phase 2 (ending in 2006):	\$2.06M
	Annual maintenance:	\$4.20M

Ministère du Travail

Web Site Administered: <http://www.travail.gouv.qc.ca/>

E-Service Objectives:

On-line consultation of collective agreements, interest and grievance arbitration awards, and decisions rendered by the *Commission des relations du travail* (CRT).

2002-2003 Management Report Highlights of E-Services:

On-line consultation of collective agreements, interest and grievance arbitration awards, and decisions rendered by the *Commission des relations du travail* (CRT): feasibility study, administrative design, and market research.

List of On-Line E-Services:

Informational E-Services:

Several documents available for downloading.

Interactive E-Services:

- Day-to-day list of strikes and lockouts.
- Some interactive forms available for downloading.

Transactional E-Services:

None.

Projects:

Labour Relations Electronic Document Management System (EDMS) Project (done jointly with the CRT): Access to collective agreements, interest and grievance arbitration awards, and decisions rendered by the CR; possibility of database searches; access with subscription.

Interdepartmental/Agency Project:

The Labour Relations Electronic Document Management System (EDMS) Project was done jointly with the CRT.

Expenditures:

Appropriations Allocated to E-Services:

In-house management of the content on the *Ministère du Travail's* Web site (one FTE): \$73,000.
EDMS Project (investments allocated to development and acquisitions for 2003-2004): \$1,025,000.

Musée d'art contemporain de Montréal (MACM)

Web Site Administered: <http://www.macm.org>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

THE DISPLAY OF WORKS FROM THE COLLECTION ON THE INTERNET:

The Museum's collection is displayed on several networks on the Internet. Over 6,000 works are accessible on Artifacts Canada of the Canadian Heritage Information Network, as well as the Infomuse network of the *Société des musées québécois*. On these networks, we only display digital images of works in the public domain. Artimage, a site created in collaboration with the *Musée des beaux-arts de Montréal* and the Musée d'art contemporain de Montréal, features images of over 10,000 major works from our collections for viewing by users. A total of 1,113 works from the *Musée d'art contemporain de Montréal's* collection from the private sector are displayed on Artimage. In addition, this year, the Museum is contributing 1,708 images of major works from its collection to AMICO (Art Museum Image Consortium).

RENOVATION OF THE WEB SITE:

After four years on-line using the full potential of this new information medium, the Museum's communication site underwent an in-depth study, made possible through the generosity of its users, who wanted to form a discussion group. It was decided that the Museum's Web site would be reworked to modernize and lighten it and especially to make it more user-friendly (p. 28).

List of On-Line E-Services:

Informational E-Services:

In-house educational sites.

Interactive E-Services:

The Museum's Media Centre research site.

Transactional E-Services:

- Association with the Admission Network to allow clients to purchase tickets on-line.
- Self-management site: event producers send their information using a standard software application, which is then checked internally.

Projects:

Site renovation to come in order to group existing sites into one categorized communication site acting as a portal.

Interdepartmental/Agency Project:

Collaboration with the *Musée des beaux-arts* and the *Musée du Québec* to digitize the works in the collection to make them accessible on Artimage.

Expenditures:

Appropriations Allocated to E-Services:

Site development (1999): \$50,000 (\$25,000 through a sponsorship).
Site maintenance: \$5,000 per year.
Management of updates in areas specified internally.
Amount of \$20,000 reserved for site renovation (the Museum feels it will need four times this amount).

Musée de la civilisation (MCQ)

Web Site Administered: <http://www.mcq.org/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Web site:

The Web site drew over 390,000 visitors in 2002-2003, for a total of 20 million screen pages consulted. Three new virtual exhibitions were inaugurated during the past year, and one other has been available since 2001 (long explanations about virtual exhibitions). Also, the Museum used its Web site to support its marketing strategy for the Cowboy at Heart and Skin Talks exhibitions. The summer 2002 public survey showed that 8% of respondents had heard about that summer's feature exhibition by surfing the Internet. Furthermore, the survey confirmed an observation made in 2001, i.e., in terms of marketing, the site's impact was equal to that of periodicals and magazines and close to that of radio and daily newspapers. In its own way, the Web site contributes to increasing the Museum's renown. That is why Disney Channel Europe contacted us to do a television segment on *Quête d'amulette*, an educational game about First Nations, for its children's television show, *Too le web*.

The Web site is also a means of communicating with our visitors. During the past year, we again received close to 1,000 e-mails with positive comments, questions about some of our services and messages for our curators via the *Patrimoine a domicile* section. 750 surfers used our Valentine's Day card, *Les amoureux*, by John James Audubon. Given our desire to make the Web site a tool for establishing client loyalty, we offer Internet surfers the possibility of subscribing to mailing lists to receive regular information about the Museum's activities, and the articles published on www.mcq.org. Again this year, we paid special attention to Internet surfers, which was greatly appreciated: We sent e-Christmas cards signed by the Museum's director.

List of On-Line E-Services:

Informational E-Services:

- The site includes information on visits to the Museum and their themes.
- Various tourist information.

Interactive E-Services:

None.

Transactional E-Services:

Deemed semi-transactional because some transactions done on-line must be finalized by telephone:

- Ordering objects from the Museum Boutique (finalized by telephone).
- Users' asking questions about their own heritage objects.
- On-line group reservations (finalized by telephone).
- Hotel reservations, as well as reservations for cultural activities (finalized by telephone).

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Maintenance, hosting, advertising:

Approximately \$40,000 per year from the Museum's budget.
Development: approximately \$140,000 solely from federal or provincial grants.

Musée national des beaux-arts du Québec (MNBA)

Web Site Administered: <http://www.mnba.qc.ca/accueil.htm>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

In 2003-2004, implementation of the projects listed in the Master Computer Plan will continue, specifically the creation of an Intranet site and ticketing software (p. 80).

Sections of the Museum's Web site were developed for the Suzot-Côté and Tom Thomson exhibitions. Also, subsequent to the institution's name change in winter 2003, the Museum renovated its Web site's home page, which is now at www.mnba.qc.ca (p. 86).

List of On-Line E-Services:

Informational E-Services:

- The site is a communication showcase: upcoming exhibitions catalogue, selected works in the collection, artists' biographies, news, etc.
- General information and micro-sites for featured exhibitions.

Interactive E-Services:

- Order form for the Museum's commercial activities (hall rental, gift shop, restaurant).
- Educational games.

Transactional E-Services:

None.

Projects:

Complete renovation of the site planned for 2004-2005.

Interdepartmental/Agency Project:

Partner with the *Musée des beaux-arts de Montréal* and the MACM in the Artimage project (digitization of the collections of the three museums).

Expenditures:

Appropriations Allocated to E-Services:

Annual expenditures (for external supplier):

Maintenance: \$5,000

Development of micro-sites for feature exhibitions: \$4,000

Hosting: \$1,250

A management tool is used to update certain sections automatically

Artimage project (annual maintenance costs for the):

Hosting: \$3,400

Updates: \$3,100

Copyrights: \$1,725

Office des personnes handicapées du Québec (OPHQ)

Web Site Administered: <http://www.ophq.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

WEB SITE:

Under the responsibility of the Communications Department, the Web site was significantly renovated to comply with graphics standards imposed by the Québec government's *Programme d'identification visuelle* (PIV). However, this presented a good opportunity not only to improve its image, but also to reorganize information and make the site more interactive. The number of monthly visits was 14,219 compared with 9,700 in 2001-2002 (p. 68).

List of On-Line E-Services:

Informational E-Services:

Downloading of documents.

Interactive E-Services:

On-line subscription to certain periodic publications.

Transactional E-Services:

None.

Projects:

- Upcoming changes to improve accessibility for our disabled clientele (2004).
- On-line posting of services related to the experimentation programs and services offered by the Office's documentation centre.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

2002-2003: \$4,000 (site maintenance and development).
Internal management by a Webmaster.
Hosting and more complex changes mandated to an external supplier.

Office des professions (OPQ)

Web Site Administered: <http://www.opq.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information on respect for citizens' rights.
- Information on the legal framework of professional corporations.

Interactional E-Services:

None.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Maintenance and development (2003-2004): \$15,000.

Protecteur des usagers en matière de santé et de services sociaux

Web Site Administered: <http://www.protecteurdesusagers.gouv.qc.ca>

E-Service Objectives:

We spent 2003-2004 diversifying our communication and access-to-information methods in relation to the plan to examine complaints and the mission of the Health and Social Services Ombudsman. The development of a Web site is one of our priority actions. We are currently diligently responding to requests for information received by e-mail.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

Deposit and complaint forms available on the site.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

- Addition of information capsules in Québec sign language (for the deaf).
- Eventual adaptation of the site for people with limited vision.
- Extranet site for local service quality commissioners and physicians responsible for examining complaints in HSS network institutions (posting of training, facilitation and information tools).
- Possible creation of a discussion group (being analyzed).

Interdepartmental/Agency Project:

Agreements with Communication-Québec about the dissemination of information tools on the network accessible to users.

Expenditures:

Appropriations Allocated to E-Services:

Web site design, extranet and personnel training: \$9,700.
Internal site management, maintenance and updating.
Hosting of the two sites: \$76.25 per month.

Protecteur du citoyen

Web Site Administered: <http://www.ombuds.gouv.qc.ca/fr/index.asp>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information regarding the reasons for a complaint and the institution's mandate.
- On-line publications and archives.

Interactive E-Services:

None.

Transactional E-Services:

Change, request for access and complaint forms.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

A professional responsible for the Web site.
Annual maintenance and development costs (2002-2003): \$12,000.

Régie de l'Assurance maladie (RAMQ)

Web Site Administered: <http://www.ramq.gouv.qc.ca/>

E-Service Objectives:

[. . .] the Régie plans to overhaul the Prescription Drug Insurance section to make the information more user-friendly and accessible.

2002-2003 Management Report Highlights of E-Services:

For several years, the Régie has been emphasizing e-services in order to reduce delays and cut down on red tape. Adapted to its clients' needs, these services rely on secure infrastructures capable of adapting to different telecommunications methods. In 2002-2003, the Régie increased its efforts to bring healthcare institutions and professionals up to date. From now on, institutions and regional boards will have access to an extranet allowing them to send or renew service notices stipulating the status of healthcare professionals under contract. This results in considerable time savings and fewer data-entry errors. Healthcare professionals can also consult announcements and, if necessary, make address changes on the extranet. Since the first family medicine groups were set up, general practitioners have had access to an on-line form allowing them to enroll patients. Another form also allows family doctors to be identified in order to take at-risk patients under their care (p. 31).

The Régie agrees to make its services available to healthcare professionals [. . .] by continually updating its Web site with information of interest to them (billing manuals, memos, etc.) (p. 43).

The target number of hits in the "Statistics" section has been greatly surpassed, with 37,500 visits in 2002-2003. The number of requests for information has also increased. The answers to most of these questions, generally more complex, cannot be found in the statistical data available on the Web site (p. 56).

Objectives: to emphasize e-services adapted to clients' needs, more specifically, to implement the first e-services in other RAMQ activity sectors by 2002.

"E-services" designates the services offered by the Régie that allow electronic exchanges between itself and its clients, replacing various paper documents. Only operational services used by clientele are included in the results. Consequently, ongoing trial and pilot projects are excluded.

Comments: by making these services available on-line, the Régie is aiming primarily to reduce processing time and red tape and serve its clients more rapidly.

The Régie has set up a basic secure infrastructure supporting the delivery of e-services, which is capable of adapting to different telecommunications methods. The planned security measures ensure the protection of data.

A Web portal currently being developed should facilitate client access to the Régie's e-services. It will organize information, enabling clients to easily browse different products and services according to their needs (two pages of comments, p. 62 and 63).

List of On-Line E-Services:

Informational E-Services:

- Information on renewal of health insurance cards, health and prescription drug insurance plans, etc.
- Downloadable forms.

Interactive E-Services:

None.

Transactional E-Services:

E-services for healthcare professionals allowing them to make address changes and offering a secure personal mailbox.

Projects:

Development of transactional sites for the Department's clients. Over the next year, the following goals will be achieved:

- Implementation of a brokerage infrastructure, allowing the exchange of information between heterogeneous technologies.
- Renewal of the TIP-1 payment information telecommunications infrastructure, updating existing communications between billing agencies.
- Salary payment: payment requests for salaried professionals may be entered, validated and e-mailed to the Régie.
- In the medium term, e-services are also planned to manage the financial contribution of accommodated adults, the contributions of adults cared for by intermediary resources and the financial assistance program for domestic help services.

The Régie's business structure will be tabled at the beginning of March 2004; it will contain a complete plan for introducing e-services to all of the Régie's clients.

For citizens:

- In the short term, citizens will be able to make address changes on-line.
- Discussions have taken place on the 2004-2007 strategic plan and the business structure; for example, it will be possible to enroll people in the health insurance plan and update files on-line.

Interdepartmental/Agency Project:

The Régie is a partner in the *Service québécois de changement d'adresse* (SQCA) project, whose start date has yet to be determined.

Expenditures

Appropriations Allocated to E-Services:

Investments for e-services for 2003-2004 are expected to total \$2.4M.

Régie de l'énergie

Web Site Administered: <http://www.regie-energie.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Basic information about the Régie (Act, role, mandate, annual report).
- Public documents pertaining to requests being studied or already studied.
- Transcription of hearings.
- All documents submitted as proof (updates and index in the search tool).
- Consultation of electronic documents related to ongoing hearings (like a virtual records office).
- Detailed information on the consumer complaint procedure.
- Publication of the information bulletin on the price of petroleum products in Québec (weekly).

Interactive E-Services:

- Search tool for browsing the 6,773 documents available.
- Section on the price of petroleum products; these pages are e-mailed to those who express their interest (subscribers).

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Site update by internal resources (one person-year).
Occasional use of freelancers.
Hosting in-house.

Régie des alcools, des courses et des jeux (RACJ)

Web Site Administered: <http://www.racj.gouv.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Development of Computer Technologies:

- Internet deployment plan, administrative design and corporate architecture (done).
- Update and implementation of a computerized registry for decisions by the directors (under construction) (p. 29).

Internet and Intranet Deployment Plan:

From a technical perspective, this objective has been met. Accordingly, the *Régie* acquired new modern and reliable infrastructure, notably by replacing all of its computer servers and communication links between Québec City and Montréal. In addition, the *Régie* established Web links enabling remote connections to its network. All *Régie* employees now have Internet access through this new network from high-performance workstations. The *Régie* also created an intranet to better disseminate in-house information. Accordingly, employees have access to more of the information needed to make decisions (p. 31).

Designing and Implementing the Internal and External Communications Plan:

(...) Furthermore, the *Régie* overhauled its entire Web site to meet government standards and user expectations. It added forms, press releases and an automatic acknowledgement of receipt system, and is constantly adding various public documents (bills, moratoria, market studies, etc.) (p.33).

List of On-Line E-Services:

Informational E-Services:

- Public documents (bills, moratoria, market studies, etc.).
- Printable forms and documents.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

- Add to the site the *Régie's* schedule of hearings and decisions of public interest rendered by the *Régie's* directors.
- General review of the architecture in 2003-2004 to integrate new items.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Technical costs (including hosting) are assumed by the *ministère de la Sécurité publique* to whom the *Régie* reports (amounts are generally attributed to the Department). Department human resources increased by approximately \$20,000. *Régie* human resources also increased by approximately \$20,000 (100 persons per day).

Régie des installations olympiques du Québec (RIO)

Web Site Administered: <http://www.rio.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

No management report found.

List of On-Line E-Services:

Informational E-Services:

Information on the facilities and past/future events.

Interactive E-Services:

None.

Transactional E-Services:

On-line ticket sales through the Admission Network.

Projects:

Complete restructuring of the site (ongoing, ending in 2004).

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Updates are done in-house and are part of the regular budget.

Régie des marchés agricoles et alimentaires (RMAAQ)

Web Site Administered: <http://www.rmaa.q.gouv.qc.ca>

E-Service Objectives:

The Web site is the communication method preferred by the Régie for announcing its decisions and informing its various clientele of its activities, services, access methods, etc.

2002-2003 Management Report Highlights of E-Services:

Action: Develop the Régie's Web site preferred method of communication.

Result: 2,400 visits per month - 12,400 pages consulted per month; official, reliable, quality information that is easily accessible; quick access to the Régie's decisions (p. 2).

The Régie publishes its rules of procedure on its Web site. The ensuing guide provides information on the following to anyone interested in a file processed by the Régie during a public hearing: how they can intervene or be represented How to file a complaint with the Régie; the procedure for withdrawing or postponing a request; the procedure pertaining to public hearings or pre-hearing conferences; how the Régie renders its decisions, and the procedures regarding requests for review. In addition, the Régie publishes and keeps an administrative guide up to date on its Web site on the progress of mediations, which provides interested parties with the information they need to facilitate their progress (p. 29).

The Régie publishes and keeps a schedule of activities up to date on its Web site that informs interested parties of the dates, locations, times and nature of public hearings (p. 30).

The Régie's Web site is its preferred vehicle for announcing its decisions and activities, as well as its products and services. This site is mostly used by the Régie's regular clientele. In 2002-2003, a monthly average of approximately 2,400 visits were recorded and approximately 12,400 pages of information were consulted. This represents an increase of over 20% over the previous year. Different on-line services will be introduced in the coming years to improve access to the Régie's services (p. 30).

List of On-Line E-Services:

Informational E-Services:

- Publication of decisions rendered by the *régie*, information about the activities offered to its clientele, services, regulations, etc.
- Downloadable forms.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

- Develop a check system on the use of milk (in partnership with members of the dairy industry); available in early 2004.
- The *Financière agricole* acts as Internet provider.

Expenditures:

Appropriations Allocated to E-Services: An agreement was reached with the *Financière agricole*, who acts as Internet provider (hosting).
On-line access to internal information (costs estimated at \$40,000).

Régie des rentes (RRQ)

Web Site Administered: <http://www.rrq.gouv.qc.ca/fr/accueil/00.htm>

E-Service Objectives:

To have 70% of our services available on-line and 2,700 visitors per day by 2007; for 20% of our contributors to have used the simulation tool between 2002-2007.

2002-2003 Management Report Highlights of E-Services:

Information System:

In 2002-2003, there were several notable events concerning our computer systems, including:

- Preparation of the 10th edition of the *Plan intégré des systèmes et des technologies* based on the vision for the future;
- The computer system was given a clean bill of health;
- \$32 million was invested in technology;
- The Web development infrastructure was innovative and integrated;
- A computer disaster recovery plan was maintained;
- A security infrastructure was set up to protect the system from intruders and viruses, keeping our clients' information both private and completely secure;
- The transactional mode will soon be available for the delivery of e-services (p.66).

List of On-Line E-Services:

Informational E-Services:

- General information about private and public pension plans, contributions and the various programs.
- Newsletter on retirement.
- List of children's given names.

Interactive E-Services:

- CompuPension.
- E-mail subscription service to the newsletter.

Transactional E-Services:

- Application for a Retirement Pension.
- Change of address.
- Direct deposit in Canada.
- Application for a Statement of Participation in the Québec Pension Plan.
- Request for an income tax slip duplicate for income tax reductions.
- Request for a personal access code.

Projects:

Non specified.

Interdepartmental/Agency Project:

Non specified.

Expenditures

Appropriations Allocated to E-Services: In 2002-2003: \$5,137.

Régie du bâtiment (RBQ)

Web Site Administered: <http://www.rbq.gouv.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

The Web Site:

During the year, the *Régie* completely redesigned its Web site to meet government standards set under the *Programme d'identification visuelle* and to facilitate searches by users. Since the creation of the *Régie's* Web site in 1998, traffic has increased constantly, and the site requires frequent updates to provide as much information as possible to users. The average number of daily hits rose to 942 in 2002-2003 from 630 in the previous year, representing an increase of 49.5%. The *Fichier des entrepreneurs* registered 437,815 hits, representing an average of 36,485 per month and 1,199 per day. Compared with the previous year, the number of hits on the *Fichier des entrepreneurs* increased by 43.4% (305,338 in 2001-2002). The Web site's e-mail server is also busier -the *Régie* processed 14,802 e-mail requests in 2002-2003. These requests for information mainly dealt with checking or obtaining a license, interpreting regulations and standards, the Guarantee Plan for new residential buildings, complaints regarding contractors and labour statements (p. 58).

Also the Information Resources Department began work related to the adoption of new technologies, drafting an impact study that defined the target architecture from a methodological and technological point of view in order to support new computer systems that will be implemented in the modernization project.

List of On-Line E-Services:

Informational E-Services:

Information on services offered by the *Régie* regarding public security, contractors' qualifications and regulations.

Interactive E-Services:

None.

Transactional E-Services:

On-line consultation of licensed contractors' files (updated daily).

Projects:

Modernize business processes and systems: consult the *Régie's* information base and the public contractors registry, service requests (e.g., permit applications), on-line payments, formulation of statements, on-line accounts.

Interdepartmental/Agency Project:

Offer transactional services to municipalities to facilitate reporting work that requires a construction permit (offered via the *Bureau municipal* portal).

Expenditures:

Appropriations Allocated to E-Services:

Internal daily updates
The information site is managed by the DGSIG: \$10,000 (hosting)
External development and design: \$1,406 (2003-2004)
Contractors' files: \$24,000

Régie du logement (RDL)

Web Site Administered: <http://www.rdl.gouv.qc.ca/>

E-Service Objectives:

E-mail replies within 72 hours.

2002-2003 Management Report Highlights of E-Services:

Objectives:

To make the following available on the Web site: forms and automatic calculations of rent variations. Increase the number of visitors to the site by 40% in two years.

Number of hits in 2002-2003: 629,626

Comment: the current rental market trend, characterized by a low vacancy rate, has led to a significant increase in consultations of the *Régie's* publications and the Frequently Asked Questions section, and in the use of the interactive calculation form for rental adjustments (p. 16-17).

Internet, Intranet and Monitoring:

The *Régie* has upgraded its Web site and created and installed an Intranet for a total of approximately \$55,000. In accordance with the provisions of the government directive stemming from the Public Administration Act, the *Régie* also acquired licenses (\$8,000) to upgrade monitoring software (p. 32).

List of On-Line E-Services:

Informational E-Services:

- Information on tenant and landlord rights.
- Downloadable forms for filing complaints with the *Régie*.

Interactive E-Services:

The site includes an interactive work tool that allows citizens to calculate rental variations that may apply in their case.

Transactional E-Services:

None.

Projects:

Plan to allow citizens to e-mail their forms and pay the required fees in a secure manner.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Site upgraded in 2002: \$24,740.
Site maintenance, development and management done internally.
Hosting taken over by the DGSIG.

Registraire des entreprises (REQ)

Web Site Administered:

<http://www.req.gouv.qc.ca/index.htm>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

No report (the *Autorité des marchés financiers* has only been operating since February 1, 2004).

List of On-Line E-Services:

Informational E-Services:

- Information on incorporation.
- Forms for incorporation, striking off, amendment declarations, etc.

Interactional E-Services:

Database of registered businesses.

Transactional E-Services:

- An e-filing service that enables businesses to submit their annual declarations (no amendments) via the Internet. Processing is reliable and fast and at the same time the service eliminates the need to send paper forms.
- A service for obtaining information on businesses found in the CIDREQ database (sole proprietors, partnerships and corporations). Possibility of determining the order in which the files are presented and what information they contain.
- Application for subscription to both of these services.

Projects:

Non specified.

Interdepartmental/Agency Project:

Non specified.

Expenditures:

Appropriations Allocated to E-Services:

Non specified.

Secrétariat du Conseil du trésor (SCT)

Web Site Administered: <http://www.tresor.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Information Resources:

- Implement information and communication technologies to increase access and simplify public services.
- Adaptation to new work methods by individuals.
- Secure protected personal information.
- Establish a culture of partnership to, first, facilitate the grouping of services offered to citizens and businesses and, second, make the delivery of public services more effective and generate productivity gains.
- Implement GIRES while respecting the set budget and deadlines and implementing the strategy to ensure the smooth adoption by departments and agencies and their employees of new administrative processes related to the solution (p. 26). The implementation of the GIRES solution for integrated resource management is ongoing; the initial delivery was completed October 1, 2002 (p. 27).
- New work and collaboration methods in the Internet era. In 2002-2003, information was gathered from pre-existing communities of practice (p. 31).

Accordingly, in compliance with Québec's Information Superhighway Policy, the *Rapport sur la mise en oeuvre de l'infrastructure gouvernementale* was prepared in 2002-2003 and tabled before the Cabinet on November 20, 2002. The aim of this report was to present a summary of government accomplishments and the services implemented by departments and agencies during the 2000-2002 period (p. 46).

Objective 4.8.2: During the 2001-2004 period, implement security-oriented management and support functions to ensure that information and e-mails are secure. INDICATOR: Percentage completion of the *Plan d'action gouvernemental en sécurité de l'information*.

Plan d'action gouvernemental en sécurité de l'information:

Government interventions in terms of digital information security are defined annually in an action plan adapted to the problems noted. The activities planned include the implementation of support and management functions by departments and agencies. Over 70% of the activities scheduled in the 2002-2003 annual action plan were completed. A restructuring of intervention priorities, compounded by a scarcity of specialized security resources, explains the delay on certain activities. However, the expected results will not be compromised and will be met during the coming fiscal year. Accordingly, the work done has enabled us to:

- Define strategic orientations for authenticating and certifying the identity of citizens and businesses;
- Develop practices concerning the backup of computer systems, the management of security breaches and the standard content of a security policy;
- Establish a specialized team to respond to incidents on a government-wide scale.

In addition to this work, the *Secrétariat* was entrusted during the year with a mandate to evaluate whether the current legal and administrative framework for the protection of personal information meets the requirements of the e-government project. To this end, a task force under the direction of the *Secrétariat* presented a preliminary report to the *Comité stratégique des ressources informationnelles*. The *Secrétariat* also collaborated with several government agencies to design a government authentication solution, enabling citizens to make secure electronic transactions. This solution was used by the Québec Government's certification services, *Infrastructure à clés publiques gouvernementale* (ICPG), presented in section 4.14.1 (p. 47).

Orientation 4:

Promote and help ensure the coherent and efficient deployment of the Government's information superhighway. (p. 56-76).

List of On-Line E-Services:

Informational E-Services:

- Information on the modernization of the State, job openings in the public sector and recruitment.
- Information for the Conseil's government clientele.
- Information for government suppliers.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

Non specified.

Interdepartmental/Agency Project:

Non specified.

Expenditures:

Appropriations Allocated to E-Services:

Non specified.

Société de développement de la Baie-James (SDBJ)

Web Site Administered: <http://www.sdbj.gouv.qc.ca>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- General information for investors.
- Dissemination of highway conditions for roads managed by the *Société*.
- Press room updated regularly.
- Downloadable bid forms.
- Information about Auberge Radisson (managed by the *Société*) and its rates.

Interactive E-Services:

Possibility of filling out a document request form on-line.

Transactional E-Services:

None.

Projects:

Addition of an English version of the site.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Site redesign (2003): \$17,000.
Development (2004): \$6,000 allocated (for an outside firm).
Design and management of content done in-house.

Société de développement des entreprises culturelles du Québec (SODEC)

Web Site Administered: <http://www.sodec.gouv.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

Department Site:

- Full access to all assistance, financing, policy and tax measure programs.
- Information about the financial products offered by SODEC.
- On-line editable forms available for downloading .
- News about the *Société* and the Sodexpress newsletter.

The *Programme d'aide aux jeunes créateurs* Site:

- The purpose of the site is to promote the works created under this program.
- Information about events, production workshops, etc.

Interactional E-Services:

Clients can print the name search reports.

Transactional E-Services:

None.

Projects:

In the long term, the *Société* aims to make the site transactional.

Interdepartmental/Agency Project:

None specified.

Expenditures

Appropriations Allocated to E-Services:

Sites managed internally.
Hosting done externally: \$2,500.
Changes made to the content: approximately \$8,275 (per year).
Planned visual redesign of the site: \$20,000 initial phase, \$31,500 total.

Société de la faune et des parcs du Québec (FAPAQ)

Web Site Administered: <http://www.fapaq.gouv.qc.ca/>

E-Service Objectives:

To disseminate information and documentation about legislation, regulations, policies and programs from the date of their official announcement.

2002-2003 Management Report Highlights of E-Services:

Corporate Image (Web Site):

2002-2003 was a year for redesigning the Web site: new visuals, upgrading to the standards of the *Programme d'identification visuelle* (PIV) and the *Ministère des Relations avec les citoyens et de l'Immigration*. Hits on the *Société's* Web site have increased considerably: From April 2002 to March 2003, the number of monthly visits rose from 53,029 to 77,509 (p. 50).

Commitment: Via the Web site, disseminate information and documentation about legislation, regulations, policies and programs, from the date of their official announcement.

Comments: Redesigning the site to make it compliant with the government's *Programme d'identification visuelle* made it more user-friendly. Interactive sections, supported by databases, have been added, and 25% of the forms are now downloadable (p. 55).

Commitment: Via the Web site, disseminate free publications for the general public as soon as their publication is announced via a press release (p. 58).

Perpectives: During the coming year, the *Société* is committed to reviewing its Declaration of Services to Citizens. It will certainly keep those commitments related to respect for people and accessibility of services. It will use the knowledge acquired during this first experience and will report on the integration of e-services, which are increasingly present (p. 61).

List of On-Line E-Services:

Informational E-Services:

- Downloadable information brochures.
- Section on threatened wildlife species.
- Development of an educational section (cartoons, games, drawing, etc.) and teaching projects.

Interactonal E-Services:

- An integrated regional portal that allows users from each of the 17 regions to access information specific to their area.
- Order system for regulatory brochures on fishing, hunting and trapping (delivery within two to five days).
- On-line forms ordering.
- Ordering point-of-sale licenses.
- Requests for information.

Transactional E-Services:

Change of address for hunting licenses.

Projects:

- Make accessible all research reports published by wildlife specialists at the *Société*.
- Prepare a database on Québec vertebrates and another on wildlife habitats to protect, as well as a section on wild animals that cause damage.
- Needs assessment through an on-line survey, to come
- Add a promotional section on fishing.
- Future transactional services for the sale of hunting and fishing licenses (gradual implementation already started).

Interdepartmental/Agency Project:

- Contribution to the *Démarrez votre entreprise* portal.
- In collaboration with the *ministère de l'Environnement*, develop a section for the *Centre de données sur le patrimoine naturel du Québec*.

Expenditures:

Appropriations Allocated to E-Services: Annual site maintenance costs: \$20,000. Internal management done by two people.

Société de l'assurance automobile du Québec (SAAQ)

Web Site Administered: <http://www.saaq.gouv.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Proportion of e-mails processed within two business days or less: 98% (p. 30).

Objectives: Conduct 30% of all transactions with customers and partners on-line (p. 32).

In terms of technology infrastructure, the following accomplishments should be noted:

- The completion and consolidation of infrastructure required to develop and operate applications that rely on Internet and client/server technology.
- The replacement of mainframes and the automated library.
- The increased strength of the information highway's technological components, especially the network components, as well as increased security due to the implementation of an intrusion and escalation detection process.
- Studies that have led to the decision to immediately start using the shared government network as the method of choice for the transmission of information between the Société's head office and its other offices.

In term of security, the main accomplishments include:

The strengthening of log/recording measures and the implementation of a technological solution to analyze the logs for any dubious access, as well as threats to privacy

- The implementation of stricter password management mechanisms.
- The launch of a review process of users' access rights, limiting access to the data required for specific jobs.
- The launch of a process to make trial data anonymous.
- The accomplishment of some of the actions to improve the central platform recovery plan (p. 97).

List of On-Line E-Services:

Informational E-Services:

General information about the rights and responsibilities of citizens.

Interactional E-Services:

None.

Transactional E-Services:

- Change of address using a secure form.
- SAAQcllic: allows 30 car dealers to register new and used vehicles on concluding a sale (in progress). This application also allows 25 mandated mechanics/inspectors to register their certificates with the Société for inspecting all types of vehicles at their garage.
- The possibility for business and private clients of Desjardins and the National Bank to pay for registrations, drivers' licenses and disabled parking stickers on-line.

Projects:

- Continue to deploy the SAAQcllic application (800 dealers targeted by the end of 2005, as well as 150 mechanics/inspectors)
- Develop an application to allow municipalities to obtain on-screen information about violations of the *Programme d'évaluation des véhicules lourds*, rulings, and notices of payment and non-payment of fines (2004).
- Site renovation will be started in 2004.

Interdepartmental/Agency Project:

The Société is part of the implementation team of the ICPG and the *Service québécois de changement d'adresse*.

Expenditures:

Appropriations Allocated to E-Services:

Maintenance, development and improvements: \$12M (in the past seven years).
Site and transactional applications managed internally.

Société des alcools du Québec (SAQ)

Web Site Administered: <http://www.saq.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

www.saq.com A Commercial Transformation:

Results of the transactional site www.saq.com are exciting. In 2002-2003, the sales goal of \$3 million was achieved two months before the end of the fiscal year. The site has almost 7,000 visitors every day, and while not everyone makes purchases on-line, most users do research on the site before going shopping. The increase in this virtual patronage has been maintained since www.saq.com went on-line in the fall of 1999. Additions have been made to the site this year, allowing users to subscribe to the SAQ e-Newsletter, a monthly e-mail detailing promotions, major sponsorships by the SAQ, and wine and food pairings. To date, 115,000 users have subscribed to the service. The site also offers a "Business to Entertainment" section, simplifying information searches by grouping data pertaining to businesses: Organizing a wine tasting, product suggestions, a link to the *Maison du Gouverneur* for receptions, etc. The www.saq.com team does not plan to rest on its laurels, though, as numerous additions are expected for the 2003-2004 fiscal year, including a section on organizing a reception and another offering a range of delicious recipes. The site will be totally redesigned to make it even more user-friendly...at high-speed!

Reality is Virtual:

Over the past few months, staff has begun, and in certain cases completed, numerous projects, such as setting up a new server infrastructure and VSOP management tools. It proceeded, for the benefit of clients and store employees, to implement new technologies, including improved e-payments, the establishment of a backup telecommunications environment for stores and the entire network, the use of Windows 2000, an operating system ensuring the security of the computer environment and the compliance of all workstations, including cash registers in stores. By assigning a large team to VSOP activities, the DRI has accomplished many complementary projects and supported the policies of other SAQ departments, such as the redesign of the Montréal warehouse network and the development of www.saq.com.

Two Complementary Portals:

Finally, the DRI has started up and integrated private (SAQ-B2B) and public (GWS) portals: A new way of doing business and an answer to the demands of a global market. B2B e-commerce is a powerful and unavoidable phenomenon. The SAQ has in this way equipped itself in some 60 countries (p. 25).

List of On-Line E-Services:

Informational E-Services:

Corporate section with information on the *Société*.
Information and education on products to help clients in their decision-making.

Interactional E-Services:

None.

Transactional E-Services:

- On-line purchases (since 2000).
- The Global Wine and Spirits portal (launched in 2001): International e-commerce portal for wine (for producers and importers).

Projects:

Technological and ergonomic upgrade of the site planned in 2004.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services: Annual cost: \$200,000

Société des établissements de plein air du Québec (SEPAQ)

Web Site Administered: <http://www.sepaq.com/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

Members of the public can enter on-line for the four Sépaq-administered draws for booking hunting and fishing packages. In 2002, there were 42,774 on-line entries, a 40% increase from the previous year (p. 17).

List of On-Line E-Services:

Informational E-Services:

- Institutional information (annual report, mission of the national parks, publications, available jobs and service offer forms, bids, etc.).
- Information about the various national parks and resorts; a variety of tourist information.

Interactive E-Services:

Vacation planner.

Transactional E-Services:

- Entries for various hunting and fishing draws.
- Book and play for a fishing vacation or camping package.
- Subscribe to the candidate database to apply for a job.

Projects:

Make all booking-related products available on the Web site.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services: The maintenance and development of the Web site are done internally by a five-person team. The amounts allocated total \$170,000 per year.

Société des traversiers

Web Site Administered: <http://www.traversiers.gouv.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

The ever-increasing accessibility of the Web to citizens partially explains the significant increase in the number of hits on the *Société's* Web site. A total of 128,732 hits were recorded between April 1, 2002 and March 31, 2003. Accordingly, there were an average of 352 visits per day, compared with 213 in 2001-2002, an increase of 52%.

The search for information on the *Société's* Web site varies during the year. The use of ferry services during vacations is reflected in the site traffic statistics. In the months of May, June, July and August, there are 3,000 to 4,000 hits per week, whereas there are fewer than 1,800 hits per week in January and November. Like last year, the page on the Matane-Baie-Comeau-Godbout ferry is the most visited, followed by the Québec City-Lévis ferry and the link to the Rivière-du-Loup ferry.

The Web site is a highly appropriate means of efficiently relaying information about our services. Visitors also use it to send questions and comments. The *Société*, which receives several thousand requests for information by e-mail, answers most of them within two business days. The new site, currently under construction, will be more clear, more complete and will include links to other private ferry companies and tourism partners. It should answer user's most frequently asked questions, thereby cutting down on the number of requests for information (p. 36-37).

List of On-Line E-Services:

Informational E-Services:

Schedules, rates and various information about the ferries.

Interactive E-Services:

None.

Transactional E-Services:

Provide suggestions about services using the form "Your opinion about our services".

Projects:

Add an on-line reservation form for the Matane-Baie-Comeau-Godbout ferry.

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services:

Amount allocated to site maintenance and development: \$20,000.

Société d'habitation (SHQ)

Web Site Administered: <http://www.shq.gouv.qc.ca/>
(The domain name will be changed to www.habitation.gouv.qc.ca once the site is upgraded.)

E-Service Objectives:

Non specified.

2002-2003 Management Report Highlights of E-Services:

Objective: Make Programs and Services Accessible On-Line

The *Société's* brochures and publications are already available on the Web site, which is accessible through a hyperlink on the government portal. In 2001, the *Société* upgraded its Web site to make it compliant with the development guidelines for the government's information superhighway. A development plan for the new site, using a client-based approach, was tabled in 2002; the new site will be finalized in 2003.

The planning of activities related to the Web site development plan, especially those regarding the delivery of e-services to the *Société's* partners and representatives, will be completed in 2004. This will clarify the strategic objectives for forms to be filled out and transactions to be done on the government Web site. In 2002, the *Société* took several steps to make transactional exchanges possible on its pending joint Web site. Software and hardware infrastructure should be completed in 2003. Reengineering studies have also been launched to consider new work methods and the upgrading of existing computer systems, as well as the development of new computer systems that use leading-edge technologies (p. 33).

Computer Resources

By modernizing the housing-related public services it provides, the *Société* aims to improve services offered to its clientele, as well as its representatives and partners by developing the delivery of e-services and using information and communication technologies. In 2002, the SHQ began implementing a modern and secure infrastructure for delivering e-services while adapting its methods and standards, as well as tools for upgrading its systems. Gradually, it will offer citizens and its representatives and partners access to its services via the Internet. With the advent of "city contracts," the e-services provided take on increased significance because the *Société* will have to follow up on and account for the overall progress of the programs administered by the cities. In addition, the SHQ is continuing the work already begun to compensate for obsolete technology and to review work methods while considering better ones: Results-based management, e-services etc. For example, a management system for social and community housing programs will be developed for on-line use by representatives and partners. The development of a management system for the housing stock assembles the information on buildings within several systems whose technology needs improvement. The Web site upgrades will follow a client-based approach. The priorities of the SHQ Information Technology Department include: better support for programs that fall under the *Plan d'accélération des investissements publics*, including Affordable Housing Québec, *AccèsLogis Québec* and *Rénovation Québec*; implementing the infrastructure for e-services; reviewing the management of the housing stock; upgrading aging systems; and pursuing an action plan for making digital information secure. The challenge for the SHQ is to adjust its investments according to its priorities in order to contribute to the evolution of e-government. The coming years will see the continuation of the activities initiated in 2002 (p. 42).

List of On-Line E-Services:

Informational E-Services:

- Reference portal with information on housing in Québec.
- Informational extranet for: housing offices, technological resource groups, cooperatives and NPOs, organizations that manage units within the Rent Supplement Program (secure sites: access with a user name and password).

Interactive E-Services:

Ordering publications.

Transactional E-Services:

None.

Projects:

- Upgraded site scheduled to become operational in 2004.
- Implementation of calculation software to determine eligibility to the Shelter Allowance Program (interactive).

Interdepartmental/Agency Project:

None specified.

Expenditures:

Appropriations Allocated to E-Services: Site upgrade: \$57,000 (professional services to develop the site and write the content).
2003-2004: \$195,000 for the upgrades (\$1450,000 over three years).
Technological infrastructure for the support of e-services: \$515,000 (2003-2004).
Total budget over three years: \$1,095,000 Regular maintenance of the Web site done in-house.

Société générale de financement (SGF)

Web Site Administered: <http://www.sgfqc.com/>

E-Service Objectives:

A work committee is currently reviewing SGF's strategy on the use of Web technology as a method of communicating with its different audiences. For the time being, there are no plans to make the new site transactional. However, in light of the SGF's future mission and its subsequent business objectives, a transactional component may be appropriate.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Documents, press releases, annual reports.
- Investments from industrial sectors.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures

Appropriations Allocated to E-Services:

In 2003, the operating budget was \$25,000.

Société immobilière du Québec (SIQ)

Web Site Administered: <http://www.siq.gouv.qc.ca/>

E-Service Objectives:

[...] this site is currently being analyzed. Our main objectives are to review navigation, better organize information, facilitate the updating of information, improve the effectiveness of our customer/supplier relations, and evaluate the relevance of creating more interactive and transactional tools. We have not yet set a release date for the new version.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information about Québec's housing stock, calls for tenders, integrated land developments, spaces for rent, real estate for sale by the *Société*, and awards given by the *Société*.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures

Appropriations Allocated to E-Services:

In 2003, the operating budget was \$25,000.

Société nationale du cheval de course (SONACC)

Web Site Administered: <http://www.sonacc.com/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Names of entries and results for races from different tracks.
- Information about race regulations.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures

Appropriations Allocated to E-Services:

In 2003, the operating budget was \$25,000.

Société québécoise d'assainissement des eaux (SQAE)

Web Site Administered: <http://www.sqae.gouv.qc.ca/index.html/>

E-Service Objectives:

None: the *Société* plans to reexamine the relevance of keeping its Web site open.

2002-2003 Management Report Highlights of E-Services:

No annual report.

List of On-Line E-Services:

Informational E-Services:

No annual report.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

None specified.

Interdepartmental/Agency Project:

None specified.

Expenditures

Appropriations Allocated to E-Services:

No budget is currently allocated to this area of expenditure.

Télé-Québec

Web Site Administered:

<http://www.telequebec.tv/>
<http://www.100quebecois.tv/>
<http://www.cornemuse.com/>
<http://www.telequebec.qc.ca>

<http://www.dicteedesameriques.com>
<http://www.belleetbum.tv/>
<http://www.extremis.tv/>
<http://carrefour-education.telequebec.tv/>

E-Service Objectives:

Télé-Québec intends to strengthen its interactive content and become a true on-line public broadcaster, in keeping with its mission. [...] Télé-Québec can become a true on-line public broadcaster known as Télé-Québec-Interactive.

2002-2003 Management Report Highlights of E-Services:

New Media:

...*Télé-Québec* has been able to improve its on-line television content, creating quality interactive products while improving the viewing experience of its Internet customers. In 2002, the central *Télé-Québec* site was improved by adding a variety of hyperlinks leading to a wealth of information and services. For example, *infocourriel* (the e-newsletter) informs thousands of users of *Télé-Québec*'s programming every day and new, not-to-be-missed shows, according to their preferences (Information on show sites).

Until recently, only a few people worked on developing new media at *Télé-Québec*. In the fall of 2002, *Télé-Québec*'s senior management completed an internal study on the status of new media, in order to create a solid framework for their development, production and broadcasting. To accomplish this, the Direction des nouveaux médias was created to develop interactive communication and on-line broadcasting strategies, while supporting *Télé-Québec*'s educational and cultural mission. It will also be responsible for management, design, production, acquisition, broadcasting, distribution and updating of all of *Télé-Québec*'s Web sites and interactive multimedia products (p. 20).

On-Line Education:

By proposing an operating method better suited to the goals of *Services éducatifs* (Educational Services), and more specifically by monitoring technological developments, *Télé-Québec* has also identified the resources necessary to intensify the marketing and distribution of its products, particularly through a broadband network (p.21).

Over its four years of existence, *Carrefour éducation* (Education Crossroads) has been consistently enhanced, and its contents have become indispensable, with influence extending far beyond the borders of Québec to the entire French-speaking world. Its numerous partnerships are the cornerstone of its development. In fact, the *Carrefour* team works energetically to coordinate the efforts of all those involved in Québec, in order to optimize the impact of the distribution of available resources. The *Carrefour éducation* is also sought after for its ability to broadcast information and penetrate the educational milieu thanks to its Web site, newsletter and active participation in numerous teaching symposia and conferences. With its hits doubling every year since its inception, the site has had an average of approximately 1,000 visits perday over the past year. At the same time, the number of subscribers to the *Carrefour* newsletter has increased from 2,300 to 5,500 (p. 21).

List of On-Line E-Services:

Informational E-Services:

- Programming and corporate information, related television show sites.
- Information on the mission and history of *Télé-Québec*.

Interactional E-Services:

None.

Transactional E-Services:

- Subscription to *infocourriel*.
- Requests for educational videos.

Projects:

- The main site is being redesigned and a new version will be available in the spring of 2004.
- Design and production of theme educational guides.
- Mandate to produce a Web site for educating youth about film.

Interdepartmental/Agency Project:

Delivery of digital educational videos on the broadband network of RISQ and of three school boards. The project could be expanded to include the entire *Villes et villages branchés* network.

Expenditures:

Appropriations Allocated to E-Services:

Development and management of new media:	\$1,310,986
Computer support:	\$77,828
Connectivity:	\$100,000
Fixed assets (2003-2004):	\$300,000
Total:	\$1,788,815

Urgence santé

Web Site Administered: <http://www.urgences-sante.qc.ca/>

E-Service Objectives:

None specified.

2002-2003 Management Report Highlights of E-Services:

None mentioned.

List of On-Line E-Services:

Informational E-Services:

- Information and general advice on various topics related to ambulance transportation.
- ClinicUS journal available for downloading.
- Information about job opportunities at *Urgence Santé*.

Interactive E-Services:

Pay ambulance transportation bills.

Transactional E-Services:

None.

Projects:

To renovate the site in 2003-2004, to improve its interactivity, ergonomics and visual appeal.

Interdepartmental/Agency Project:

Non specified.

Expenditures

Appropriations Allocated to E-Services: \$30,000 per year for maintenance and development.

Zone de commerce international de Montréal à Mirabel

Web Site Administered: <http://www.zonemirabel.com/>

E-Service Objectives:

In the short term, we do not plan to make any changes to the site. The purpose of our site is to provide information and not conduct transactions.

2002-2003 Management Report Highlights of E-Services:

No report.

List of On-Line E-Services:

Informational E-Services:

Information on the services and the aerospace industry, investment projects, press releases, events, and comparative economic studies.

Interactive E-Services:

None.

Transactional E-Services:

None.

Projects:

To renovate the site in 2003-2004, to improve its interactivity, ergonomics and visual appeal.

Interdepartmental/Agency Project:

None specified.

Expenditures

Appropriations Allocated to E-Services: In 2002-2003: \$5,137.