2006 Public Sector Information Technology Award Winners Announced

At the 8th Annual Public Sector Information Technology Awards, held October 4 in Victoria, the Honourable Olga Ilich presented awards in five categories to the winners and runners-up. This year's theme was Strategies for Public Sector Transformation.

"The public relies on accessing government services quickly and accurately, with the assurance that private information remains secure," Ilich said. "Information technologies help us achieve that. This is a great opportunity to recognize the people behind those projects and how their innovations are enhancing the lives of British Columbians."

Sponsored by the Office of the Chief Information Officer and numerous industry leaders, the awards recognize leadership innovation and excellence in the management and use of information technologies within the extended public service of British Columbia, including crown corporations, municipalities, public education and healthcare organizations.

A Winner and a Runner-Up were chosen from a total of 55 nominations in the categories of Organizational Transformation, Team Work, Citizen Engagement, Business Value and Results through Technology, and Innovation. Professionals from the Canadian Information and Processing Society and project management professionals from the Vancouver Island chapter of the Project Management Institute made the final selections.

Public Sector Information Technology Awards Winning Projects

Category: Organizational Transformation
Recognizes projects where information technology played a key role in making possible major organizational transformation.

Winner:
South Okanagan General Hospital, Quality and Patient Safety, Interior Health Authority – Oliver, BC

The Quality and Patient Safety project involved the introduction of a number of technologies and advanced clinical systems to enhance clinical decision making and quality of care in hospitals. The objectives of the project were to improve the systems of delivering health care through the use of proven software, technology, policies and processes including:

- Positive patient identification through the use of bar-coding technology for patient wrist bands and laboratory specimen collection
- Electronic nursing documentation (eg. vital signs) into the Interior Health Electronic Health Record to improve clinical decision making at the time of placing electronic patient orders

- Electronic documentation of the Medication Administration Record with Bedside Medication Verification bar-coding technology, ensuring right patient, right drug, right dose, right time, right route, and right documentation
- Electronic physician order management system with full clinical decision support and rules-based logic. This also includes a physician worklist management tool to streamline workflow related to patient reports, results, and follow-up activity
- Electronic medical record systems in physicians offices with integration to the Interior Health Electronic Health Record to support shared physician access to electronic Medical Summaries for on-call and emergency visits

The combined effect of these technologies and methods was to provide a consistent and accurate documentation of patient needs and care that is available when needed for that patient. Physicians and other health care providers can view their patient's information from computers in the hospitals, in physician's offices or homes, or from other health facilities in the Interior Health region. Documentation, instructions and prescriptions are no longer hand written and mobile wireless devices are on carts to allow physicians and nurses to view and document patient care at the bedside.

Runner-Up:
CORNET2, Ministry of Public Safety and Solicitor General, BC Corrections Branch – Victoria

CORNET2 enhances public safety by reducing criminal behaviour and leads offender management systems as a component of integrated justice in the province. The objective of CORNET2 was to link information on offenders who are supervised by corrections in custody and the community with court documents, events and reports in JUSTIN, the provincial justice information system. CORNET2 aimed to improve the case management continuum between community and custody staff by securely transferring offender data between adult and youth corrections staff, which are located in two separate ministries.

New maintenance, access and system administration screens make it possible for branch staff to quickly and effectively control, correct and secure data. New information about who reads or changes a record is stored securely in the database. This protects the security of the system and rights of offenders in the event that an investigation is required. CORNET2 is also the only correctional system in Canada to automate and seal all youth records in accordance with the *Youth Criminal Justice Act.*

Category: Team Work
Recognizes projects that demonstrate how two or more organizations from the greater public sector collaborated effectively through the use of Information Technology for the benefit of British Columbians.

Winner:
Business Number Partner Expansion Project (BNPEP) and Liquor Control and Licensing Branch, Ministry of Public Safety and Solicitor General - Victoria

The project provided opportunities to reduce the time, processes and paperwork for businesses to comply with public sector regulations and to simplify processes for partners through automated services. There were eleven public agencies and eight contracting companies providing approximately 95 dedicated people to realize the project. Changes were required to 18 databases and the Business Number Hub.

The successful implementation of the single business number project in 2003 allows businesses to register their company information in a single place and choose the number of agencies with which they wish to share that information. This in turn allows for Business Number messages and real time information broadcasts to flow between partners.

The Business Number Partner Expansion Project (BNPEP) was looking for new Partners to connect their applications and, in the case of the Corporate Authentication Program Implementation Project, infrastructure, with shared data services offered by the OneStop Business Registry's online systems and the BC Business Number Hub.

The goal to improve services to the BC business community and to decrease costs and increase compliance to Partners was achieved.
- Liquor licensees can view the status of their applications online;
- Liquor licensees can renew their licences online;
- Liquor Control and Licensing (LCLB) now has access with real time linkage to Canadian Revenue Agency to provide business information;
- Ministry of Small Business and Revenue receives real time messages relating to licence ownership, address and name changes;
- Liquor Distribution Branch (LDB) receives messages in real time concerning new, expired, cancelled and dormant liquor licences. This is important since a liquor establishment must be 'active' before Liquor Distribution can sell liquor to an establishment.   LDB takes the data received and feeds it to approximately 100 reporting systems;
- Corporate Authentication Program Implementation Project (CAP) Strategic Planning and Policy, Office of the CIO, allowed LCLB to authenticate individuals and businesses for access to our online system;
- Ministry of Forests and Range provided the authorization application to allow each business to apply roles and responsibilities to those authenticated to use the e-commerce site;
- Ministry of Finance, Online Business Registry provides access business number, legal name, address, status, effective date, incorporation ID, and jurisdiction via their online BNI application;
- Ministry of Finance, Corporate Registry, Partnerships and Proprietorships receives real time messages concerning ownership changes of LCLB licensees;
- LCLB receives real time messages from Corporate Registry and Small Business and Revenue on changes to licence ownership information;
- Integration with government portal standard; and

- Future development at the municipal level would allow LCLB to integrate real time messaging with local governments.

Runner-Up:
British Columbia – Canada Place, BC Olympic and Paralympic Games Secretariat - Turin, Italy; Victoria and Vancouver.

The physical structure was in Turin, Italy, with access via the Web and through the media. Research showed that no other host territory had leveraged its Games status so thoroughly, so early, and on so many platforms.

The Government of BC, through the BC Olympic and Paralympic Winter Games Secretariat, developed and implemented a multi-functional marketing and communications plan employing technology to capture the attention of Olympic and Paralympic media and visitors, showcasing BC to the world through traditional and high tech media pieces.

An interactive kiosk, BC Explorer, was created to allow visitors to tour and explore BC communities while visiting the facility in Turin. Communications pieces included multi-media films and interactive displays which showcased BC's economy, culture, population and scenery, as well as the virtual experience of visiting selected BC cities. The BC-Canada Place Times was a traditional newspaper format periodical and souvenir that highlighted the "Live, Work, Play, Invest and Sport Host" themes.

Category: Citizen Engagement
Recognizes projects which demonstrate citizen centered service delivery through effective and efficient processes to enable the public to assist in the creation of benefit for citizens.

Winner:
Penticton Steps Out, City of Penticton, Recreation Department

Penticton Steps Out is an innovative independent walking program first implemented in the Fall of 2004. The program has been an outstanding motivator for participants to get active and enjoy a healthy lifestyle. The dynamic key to the program is the interactive online web site developed by the City of Penticton that enables participants to track their own progress in an interesting and fun way.

Upon registering, the Steps Out participant receives a pedometer (which measures the number of steps walked), and a registration number that allows the individual to register on the website and secure their own interactive webpage. By posting the distance travelled/walked each day or week online, the walker can see progress as the kilometres accumulate on a map. There are fun map pop-ups when certain distances are reached as well as information about destinations.

Many other organizations have contributed to the initiative, including a local travel agency, fitness clubs, yoga centres and the media. International pharmaceutical companies have

provided support by donating test strips for people to have their blood checked for cholesterol and sugar levels. The program has grown to include special sponsored walks hosted by local radio stations, organized walks such as "Saturday mornings with the Mayor", and Stretch and Stroller Walking programs for new mothers.

With the implementation of a school pedometer program in March of 2005, Penticton Steps Out encompasses more than 1,000 participants, many of whom were first time patrons of the Penticton Community Centre and its programs.

The Interior Health Authorities' hearts@work, a heart health literacy program, has partnered with Penticton Steps Out to include heart risk screenings, educational talks and health related films.

Runner-Up:
Street Light Information Management (SLIM), BC Hydro

The Street Light Information Management (SLIM) application was deployed by BC Hydro to support the management of its street light assets and to improve street light repair, maintenance and tracking. The application allows citizens a single point of contact for reporting issues requiring streetlight maintenance.

BC Hydro owns and operates thousands of street lights, and many thousands more are connected to BC Hydro's distribution wires but are owned by municipalities. When a citizen reports a street light failure, determining the exact location of the failed light, who owned it, and who was obligated to repair it was a significant challenge. In addition, the reporting and tracking of failures and repairs was a manual process.

With the implementation of SLIM, municipalities can view BC Hydro's street light records directly to assist in the determination of street light ownership via a web browser. If the municipality believes the street light is owned by BC Hydro, they can enter a repair order against the exact light. The repair order goes directly into BC Hydro's maintenance records and is time stamped. BC Hydro's employees use the same system when street light failures are reported directly to the company.

Street lighting is a public safety issue, and the improved tracking and quality assurance, combined with improved response time, have improved safety for the citizens of British Columbia. During a six month pilot period in the District of North Vancouver, the time for street light repairs was reduced from in excess of three weeks, to an average of six days. The improved response time has served to encourage citizens to phone and report street light failures.

Category: Business Value and Results through Technology
Recognizes the achievement of superior business results through the use of technology as demonstrated by efficiency, effectiveness in service improvement, customer satisfaction, and significant benefits to customers/clients.

Winner:
Intrusion Prevention System Project, Office of the Chief Information Officer, Information Security Branch, Ministry of Labour and Citizen Services - Victoria

The Information Security Branch within the Office of the Chief Information Officer is responsible for ensuring a secure information environment for all of government. The focus is to protect, detect and respond to the information needs of government.

The Intrusion Prevention System (IPS) was created to significantly enhance the BC Government's Internet security through innovative technology. The project encompassed the requirements definition, sourcing and implementation of a managed Intrusion Prevention solution. The project was initiated in February 2004 and completed as of February 2006.

Malicious attacks on the government computer network can result in service interruptions, repair costs and threats to personal privacy. The Intrusion Prevention System was designed to protect the provincial government's computer network, which includes 30,000 computers used daily by provincial employees, and computers used by 600,000 students, teachers, college staff, medical professionals, and employees of crown corporations and government agencies. The project took six months to implement, and achieved a 75 per cent reduction in malicious attacks on government systems after its launch.

Runner-Up:
The South Okanagan General Hospital's Quality and Patient Safety Project, which was the winning project in the Organizational Transformation category, also won as Runner-Up in the Business Value and Results through Technology category.

Category: Innovation
Recognizes the ability to innovate by demonstrating new product or service developments resulting from the application of existing or new technology, improvements to existing products or services, breakthrough business process improvements, and achievements in research and development, technology and/or infrastructure.

Winner:
Emergency FirstNet Implementation, Vancouver Island Health Authority - Victoria

FirstNet triage and tracking, two emergency specific clinical modules, were designed and implemented to support triage and patient assessment, and enable emergency services to track patient progress through an emergency room encounter.

Vancouver Island Health Authority's (VIHA's) emergency departments were identified as the portal of entry to the healthcare system for many clients and a clinical area requiring timely, point of care access to current information for individual clients. The project team designed, developed and implemented an emergency triage and tracking clinical information system that would integrate with other foundational components of an electronic patient healthcare record to support these needs. The majority of the steering committee and focus group members were healthcare providers who were engaged in developing solutions and designing an application that would be intuitive to use and address current and emerging departmental issues and trends.

All clients presenting to the emergency department have an initial triage assessment to determine a level of acuity of urgency based on the Canadian Triage Acuity Scale (CTAS). This acuity scale sets a priority for 'time to care or time to reassess'.

The FirstNet team developed three innovations: (1) acuity reassessment timers and a secure acuity, (2) the incorporation of alerts embedded within the patient registration module into the emergency module, and (3) the ability to view geographically separate Emergency Departments in a single application. The use of acuity timers and a secure acuity have since been adopted for use in other Canadian and US emergency departments.

The incorporation of acuity timers within the electronic tracking system now ensures that all patients in the waiting room are reassessed in a timely manner based on the urgency of their medical condition. This has enhanced patient satisfaction (evidenced by a decrease in written patient complaints) and quality of care (evidenced by assessments identifying changes in patient status resulting in timely intervention). The cross-site transparency of FirstNet has enhanced collaboration between the three Victoria Emergency Departments, both in the care provided to patients and the utilization of valuable resources.

Runner-Up:
Spatial Asset Management (SAM), BC Hydro

BC Hydro owns and operates 57,000 km of primary (overhead and underground) distribution lines with approximately 47,500 km of overhead distribution corridor. Prior to the implementation of SAM, BC Hydro's process for maintaining its distribution assets involved a number of stand-alone applications and databases, with asset and maintenance information managed separately. There was no centralized, integrated database.

The objective of SAM (spatial asset management) was to support a more efficient and effective asset maintenance program through the development of an integrated software tool utilizing current advances in GIS, GPS and mobile computing technologies. Key characteristics of SAM are:

Mobile Client – SAM is available to a mobile field force. It has been installed in about 150 field vehicles and is available in 50 mobile laptops for flexible deployment in other vehicles.
Integration of Data – integrates maintenance work, construction work and asset information in a common database.
Integration with Geographic Information System (GIS) Environment – asset management is now integrated with BC Hydro's GIS environment and asset information.
Integration with Global Positioning System (GPS) technology.
Graphical Display of Maintenance Work – work can now be displayed graphically with GIS information.

The SAM system has directly delivered results in key areas, including increased efficiency of maintenance crews, reduced cost of asset inspections, improved analysis of asset conditions, and reduced cost of administration of multiple stand-alone maintenance systems. Indirectly, the SAM system contributes to improved reliability and reduced costs to BC Hydro's customers.