

# **Ministry of Tourism, Sport and Arts Information Resource Management Plan Plan Overview<sup>1</sup>**

The Ministry of Tourism, Sport and Art (MTSA) encompasses three divisions or pillars which share many common themes and interests. These are:-

- 1. Tourism and Resort Development**
- 2. Sport, Recreation and Volunteers**
- 3. Art, Culture and Heritage**

These programs, services and policy areas are guided by the following values, which will also be supported by the ministry's Information Resource Management Plan:

- **Collaboration** – promoting team work, and building relationships and partnerships of mutual trust, confidence and respect;
- **Integrity** – communicating and behaving in ways that show respect, honesty and high ethical standards;
- **Client-Focus** – providing high levels of service to ministry clients in a timely and effective manner;
- **Transparency and Accountability** – providing effective and efficient delivery of services in a timely manner and implementing sound results-driven financial management; and
- **Innovation and Creativity** – building a dynamic and innovative organization which encourages creativity and responsiveness.

Many of the ministry's stakeholders will need to collaborate and participate in the development of initiatives to achieve the ministry's three goals:

- A flourishing sustainable tourism industry where domestic and international visitors enjoy BC's diverse range of natural experiences and network of tourism and world class resort facilities.
- British Columbians reap the full benefits of a physically active lifestyle, achieve sustained excellence in competitive sport and experience lasting benefits from hosting world-class sporting events.
- A dynamic creative economy in which British Columbians participate and showcase their diverse culture, heritage and arts.

The ministry will consider ways to facilitate that collaboration through Web and Internet enabled communications and information and document sharing.

Over the next three years, the ministry will continue to reduce paper-bound processes with information management and information technology (IM/IT) investments that enhance service

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<sup>1</sup> This document is an interim plan statement, based on the Ministry Service Plan recently drafted. The Government CIO led IRMP cycle for the upcoming fiscal is just about to begin and a fully defined Ministry IRMP will result from that effort and be published in March 2006.

and access for clients and citizens. Methodologies will also be used to develop applications and minimize the conversion cost of legacy systems to electronic and Web-based formats, whenever possible.

The ministry's strategic IM/IT direction will also conform to the corporate goals established by the Chief Information Office. The ministry is committed to client-centred service and information delivery, making the most effective use of resources, and expanding operational efficiencies.

To support its long-term goals, the ministry plans to consider or further enhance the following strategic IM/IT investments:

Project	Benefits/Outcomes
<p>Examine the use of collaboration software services, for remote or distributed team access to documents and discussion threads.</p> <p>Completion Date: June 2006</p> <p>Enhance or improve application system support for permit application tracking.</p> <p>Completion Date : December 2006</p>	<ul style="list-style-type: none"> <li>• Improved collaboration.</li> <li>• Improved outcomes through teamwork.</li> <li>• Consistent document versioning and tracking.</li> <li>• Reduced travel time and costs.</li> <li>• Improved service to citizen or developer.</li> <li>• Facilitate attainment of processing and turnaround performance measure targets.</li> </ul>
<p>Ensure Ministry inventory records of recreational and heritage assets are given adequate application system support.</p> <p>Completion Date : June 2006</p>	<ul style="list-style-type: none"> <li>• Accurate information records.</li> <li>• Facilitate adequate asset management.</li> </ul>
<p>Integration and technical rationalisation of business applications used by the Ministry.</p> <p>Completion date : March 2007</p>	<ul style="list-style-type: none"> <li>• Improved information quality and access.</li> <li>• Reduced risk and improved auditability.</li> <li>• Reduced support costs</li> </ul>
<p>Electronic Document and Records Management System</p> <p>Completion Date: 2010</p>	<ul style="list-style-type: none"> <li>• By enhancing the control of electronic information and improving search capabilities, the ministry will be better able to respond to client requests.</li> </ul>

The ministry is also engaged in active or potential IM/IT sharing outside the TSA sector, under the guidance of joint Memoranda of Understanding, such as:

- In co-operation with the Ministry of Forests and Range, MTSA will support their Forest Recreation responsibilities through the Forest Tenure Administration application.
- Application source code and technical and user documentation managed by the ministry using an application called HARVEST is shared with the vendor community to facilitate quality assurance.

MTSA will continue to explore cross-government synergies and share IT solutions with interested parties, consistent with the eBC Strategy.