



# Strategic Priorities of the Federal CIO

**A PRESENTATION TO CIPS**  
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# Topics for Discussion

- Evolution of the Federal CIO
- Six CIO Priorities
- On-going Challenges



# Information Systems and IT Services Have Evolved in Federal Government

## Mid 1990s

- Focus on standards and infrastructure (GoC “Blueprint”)
- Selection of common software for HR and Finance (117 packages down to 7 Fin and 14 HR)
- Automation on a program-by-program basis

## Late 1990s

- Y2K
- Financial Information Strategy (FIS)
- Enhanced Management Framework for IT projects

## 2000-2006

- GOL
- External Services on line
- Citizen centred services
- Common infrastructure (Secure Channel)
- Capacity building in IT and IM communities

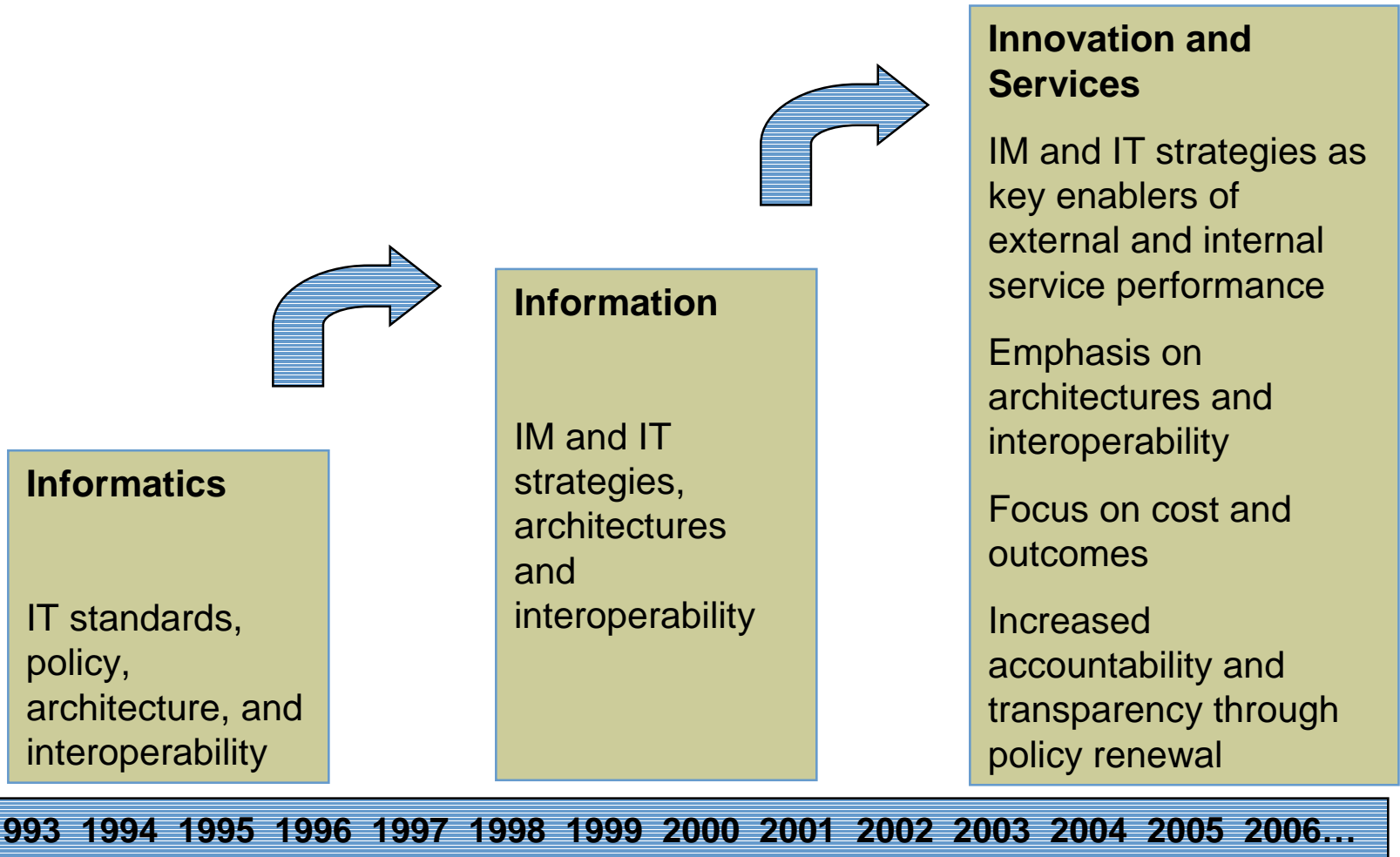
# Much Has Been Accomplished

- E-government global leader past 5 years
- 130 most common services on-line
- One-stop access on the Internet through Canada Site and topic / client gateways and portals
- Common look and feel



- Citizen satisfaction with government services improved; Internet users most satisfied
- Enhanced Management Framework for IT-enabled projects
- Privacy, access and transparency being integrated as part of service delivery

# Evolution of the Federal CIO





# Focus on 6 Strategic Priorities

1. **Consolidate and transform IT infrastructure and applications services**
2. **Establish robust and comprehensive IM Program**
3. **Lead the development of workplace and workforce to support the IM and IT agendas**
4. **Enable transformation of programs and services**
5. **Improve outcomes in IM and IT enabled initiatives**
6. **Renew management practices in Privacy, Access to Information and Security**



# 1. Consolidate and Transform IT Infrastructure and Applications Services

## Key Initiatives of the CIO:

- Consolidated Corporate Applications Environment
- IT Services for Identity Management and Cyber-security
- IT Shared Services



# IT Shared Services

## Initial focus on two service areas:

- Distributed Computing
- Data Center Consolidation

In addition to existing Secure Channel services

### Distributed Computing Services

- Move to Common Desktop Platform
- Electronic Messaging and Collaboration Service
- Desktop/Office Products Service
- Security Services

### Data Centers

- Data Center Consolidation
- Enterprise Security Administration
- Common Operating Procedures and Metrics
- Business Continuity/Disaster Recovery Service

## PWGSC to lead phased implementation:

- Builds on current PWGSC mandate
- Business case driven
- Launched Service Management Improvement Plan for PWGSC IT services





## 2. Establish Robust and Comprehensive IM Program

### Key Initiatives of the CIO:

- **Lead GoC IM Program Development:**
  - Responsible stewardship of government information assets
  - Transparency of decisions and process
  - Availability of reliable information
  - Compliance with information management policies and legislation
- **Development of Enterprise Information Architecture**
  - Focus on Shared Services and Interoperability
  - Policy renewal with clear accountabilities for deputy heads



### 3. Lead the Development of the IM and IT Workplace and Workforce

## Key Initiatives of the CIO:

- Government-wide IM and IT HR Plan
- Develop IM, IT and Service Delivery communities
  - Consider professional accreditation
- Lead recruitment, development and selection of future leaders



## 4. Enable Transformation of Programs and Services

### Key Initiatives of the CIO:

- Service Vision and Implementation Strategy
- Common set of Enterprise Architecture tools
- Promotion of Shared Services Model

# How Are We Approaching Our Transformation Agenda?

## External Services Transformation

- Multi-channel
- Simplicity and ease of use
- Integration of service delivery – seamless approach
- New delivery model

### Key Initiatives:

- Service Canada
- Business “storefront”
- My Account

## Internal Services Modernization Program

- Back office re-engineering
- Standard business processes and information
- Common solutions
- Self-serve model
- New delivery model

### Key Initiatives:

- Corporate Administrative Services (CAS)
- IT Shared Services
- IT Management in GoC



## 5. Improve Outcomes from Investments

### Key Initiatives of the CIO:

- Develop/acquire capacity for more consistent successes
- New measures and oversight approaches
- Implement the practice of Outcome Management to complement the Enhanced Management Framework



## 6. Renew Management Practices in Privacy, Access to Information and Security

- Support Legislative changes
  - Access to Information
  - Privacy Act
- Privacy Management Framework
  - Duty to Document
- Government Security Policy

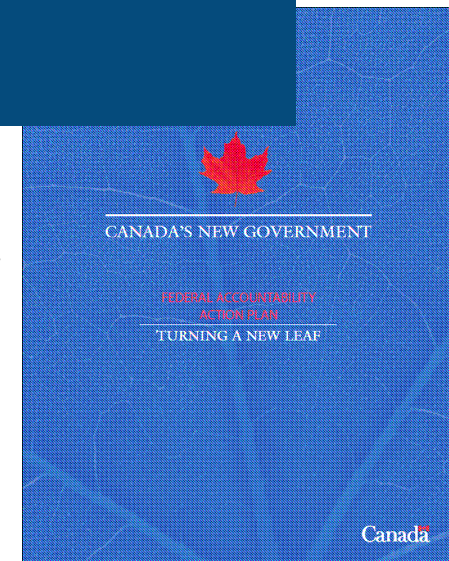
# Federal Accountability Act

## Measures of Interest:

- Expand coverage of the *Access to Information Act* (ATI)
- Propose draft bill containing the Information Commissioner's recommendations on ATI, plus discussion paper

## Themes :

- The *Federal Accountability Act* and Action Plan are about making everyone more accountable. Not targeted at the Public Service
- The *Federal Accountability Act* and Action Plan will change how government works. Easier for Canadians to hold government to account.
- First critical step in rebuilding the trust of Canadians in their government.
- The government is delivering on its commitment to make government more effective and accountable.





# On-Going Challenges

- Success of the whole-of-government approach
- Responding to the faster change of pace and demands for information.e.g the impact of the Federal Accountability Act.
- Retaining, attracting and developing IT and IM talent in the Federal Government





# Lessons for Tomorrow

## Do a Few Things Well

- Focus on the Priorities
- Take on Manageable Projects
- Make Better Use of Existing Investments
- Meet Commitments:
  - Harvest the benefits
  - Meet the outcomes promised
- Gauge the Pace

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