



GTEC 2004

Enabling Transformation in Government

IT/IM Stewardship

October 18-20, 2004

Canada 



IT Service Transformation



Strengthening IT Practices

Use of IT & its Management

Expected Outcomes



Enhanced Enterprise Decision Making
(reliable right time information, transparency and accountability)



Reduced Operating Costs
(responsible spending and value for money)

Improved Service Delivery
(support to managers and employees delivering services to Canadians)

End State Vision – IT Services



End State Vision

- Moving to a common services approach for delivery of IT services
- Common business processes supported by a common configuration
- Delivered through a common service organization
 - Geographically dispersed but organizationally consolidated
- Enabling effective departmental program delivery
- Common Infrastructure (Distributed computing, Data centers, Web hosting etc)
- Appropriately enabled workforce (CS community)
- Consistent Key Performance Indicators

Operating as an Enterprise

Governance

**Common
business
practices**

**Information
and Reporting
architecture**



**Resource
Management**

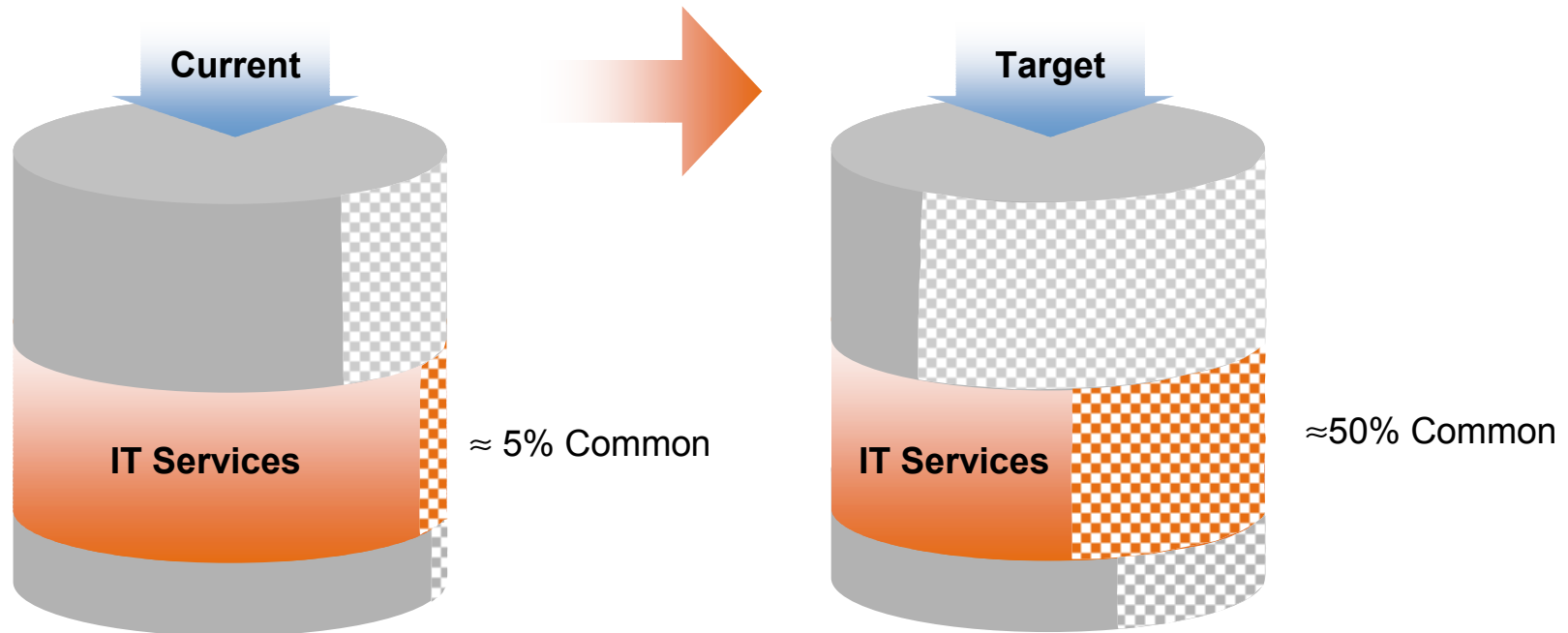
**Common
and Shared
Services**

**Policies
&
standards**

**Investment
planning**



Common Services within GoC

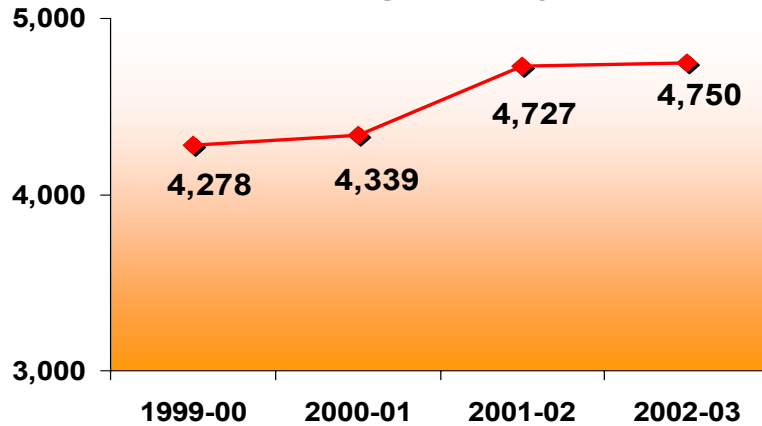


- fragmented – lack of common standards
- more expensive to operate
- difficult to pull together information from a government-wide perspective
- levels of service vary widely department to department

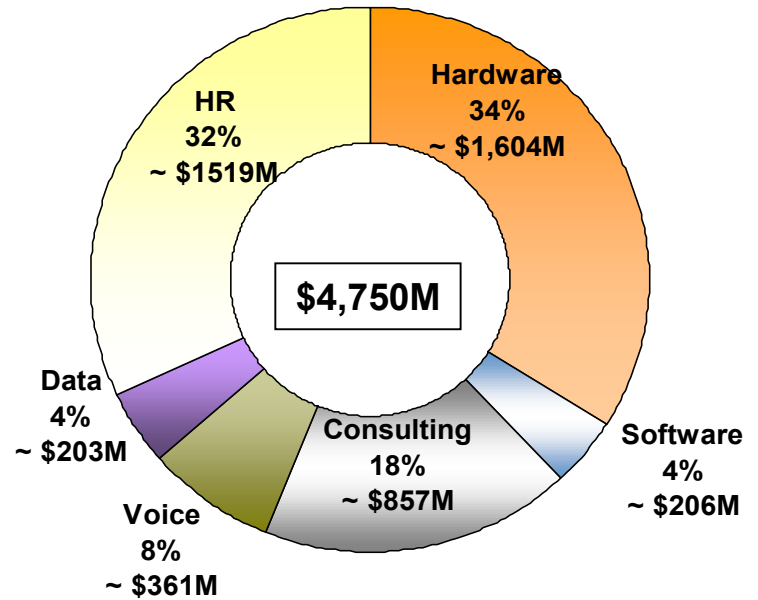
- cost savings through economies of scale and standardization
- GoC-wide services support citizen-centric delivery of GoC programs
- Availability of credible, consistent, timely management information for decision making
- common levels of service and commensurate to program needs

Government Profile – Spending Pattern

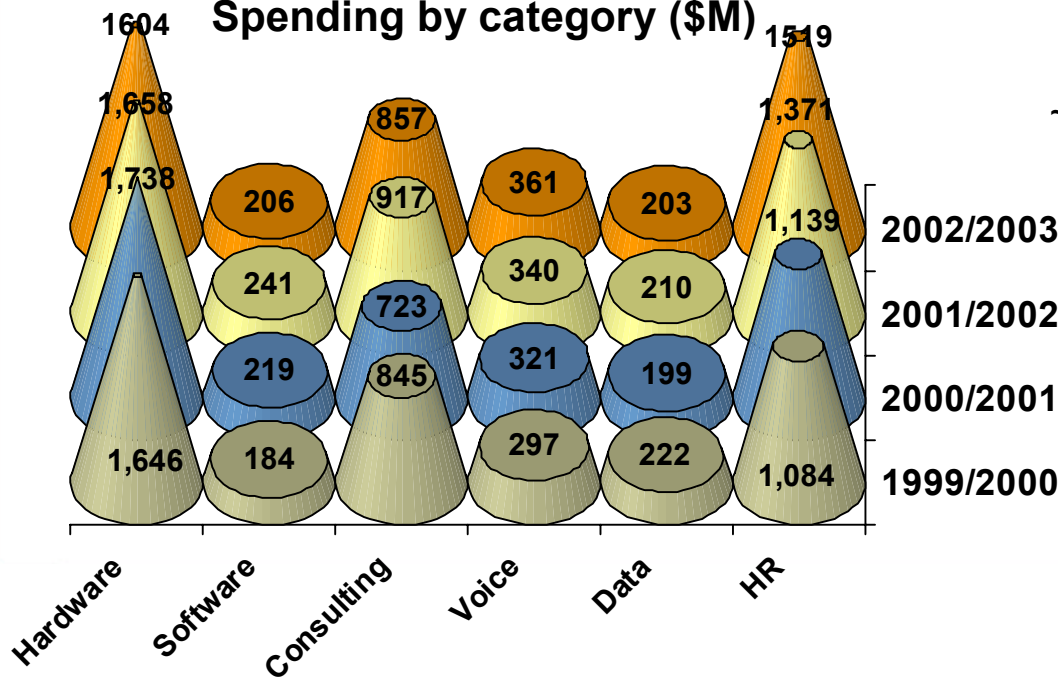
Spending History (\$M)



2002/203 Breakdown

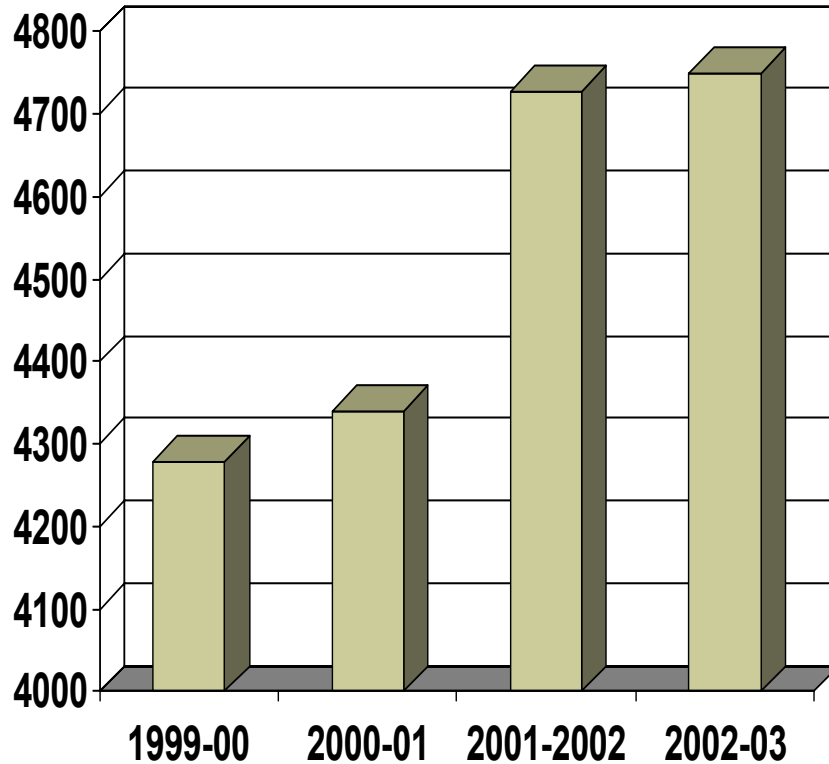


Spending by category (\$M)



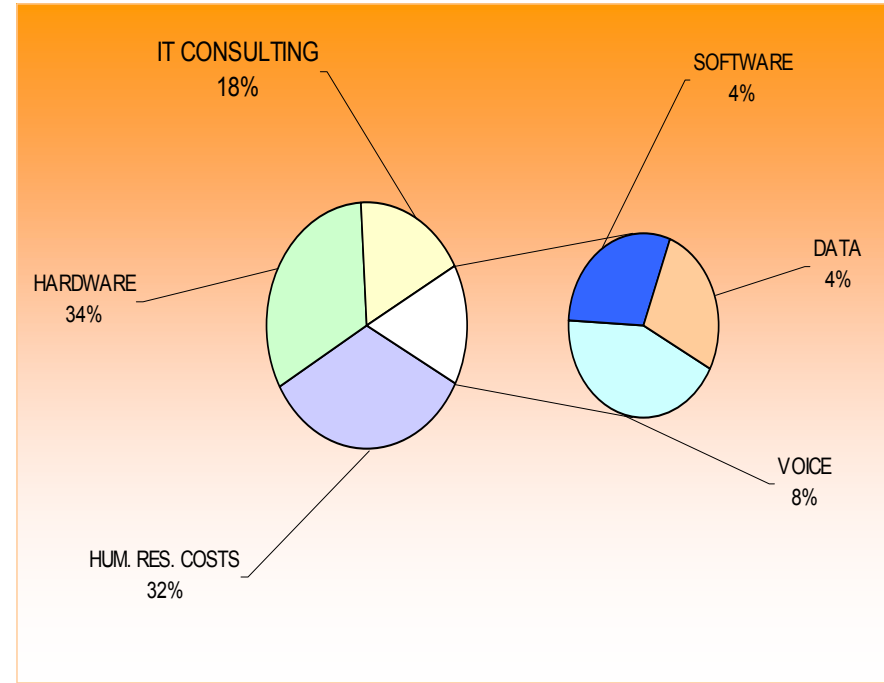
IT investment is significant

\$0.47 B increase over 4 years



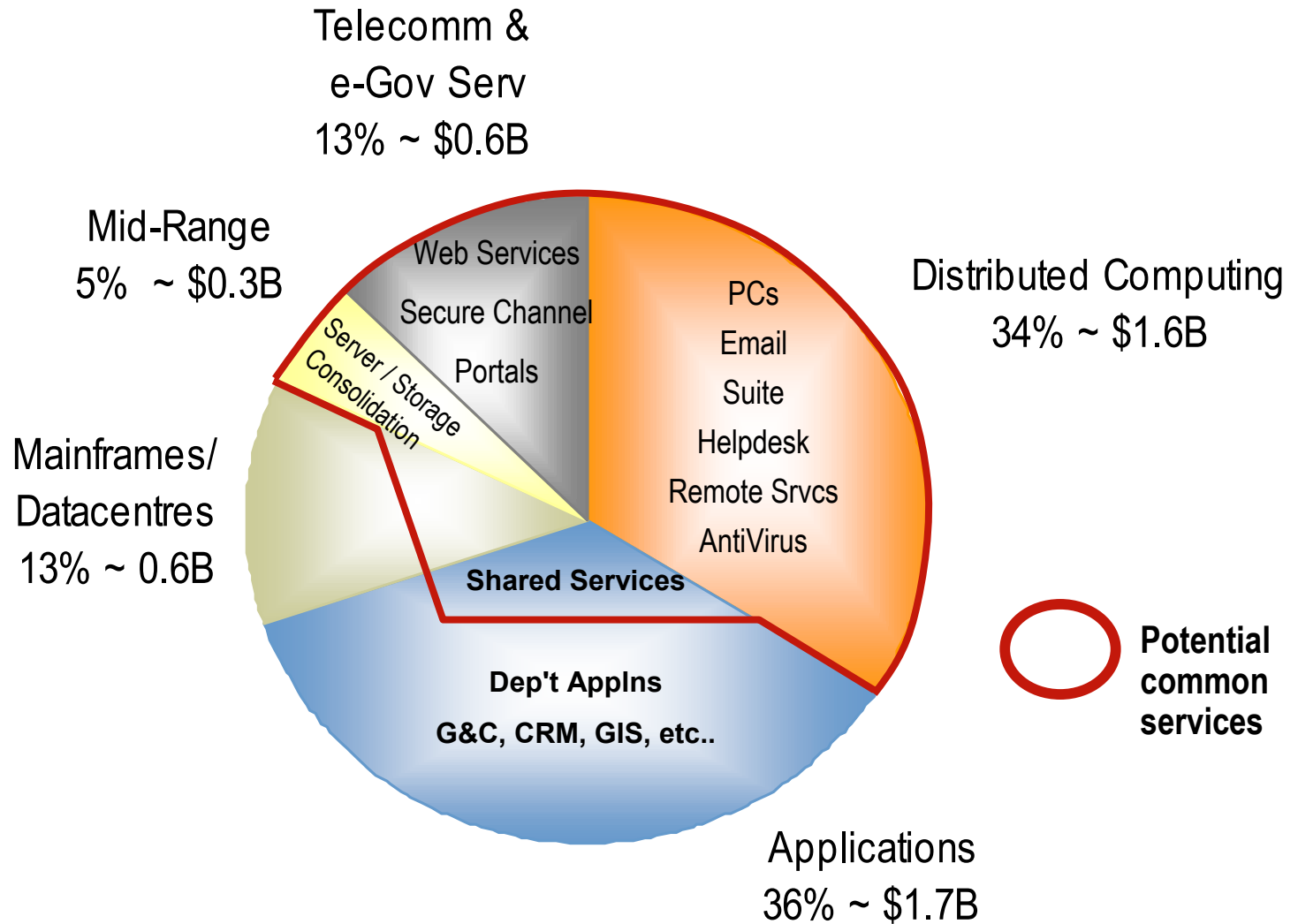
...12% of Government Operating Expenditures

Estimated at \$4.8B in 2002-03



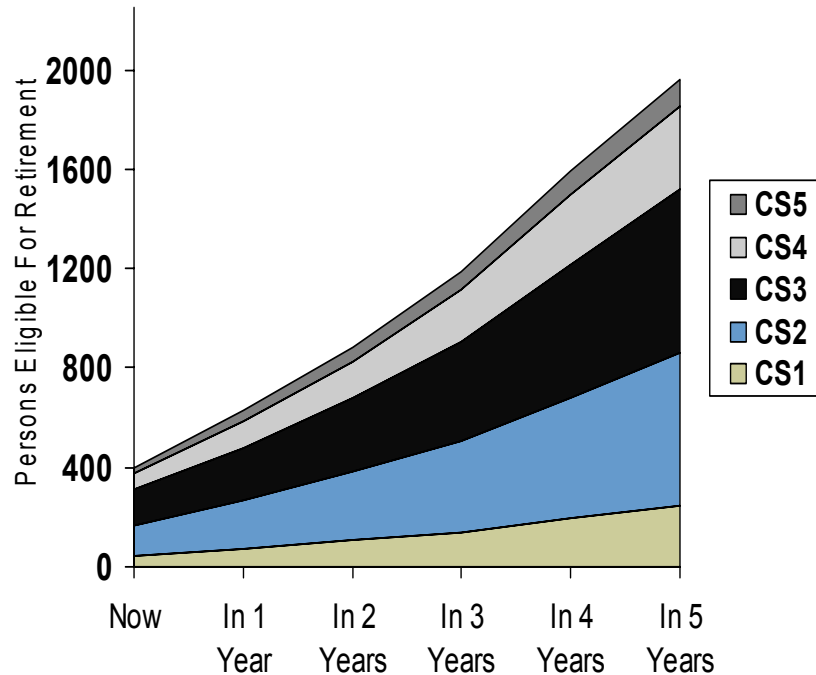
Breakdown of spending by category in 2002-03

Delivery of IT Services: Initial Opportunities for Common Approaches



IT community opportunities

1,964 FT CS employees eligible for retirement within the next 5 years.



- In 2003, 2.6% of CS staff were eligible to retire. Proportion will reach 12.7% in 2008.
- CS-02 & CS-03 groups will likely have a greater number of staff eligible to retire.
- CS-04 & CS-05 levels will reach 30.1% and 39.4% respectively.

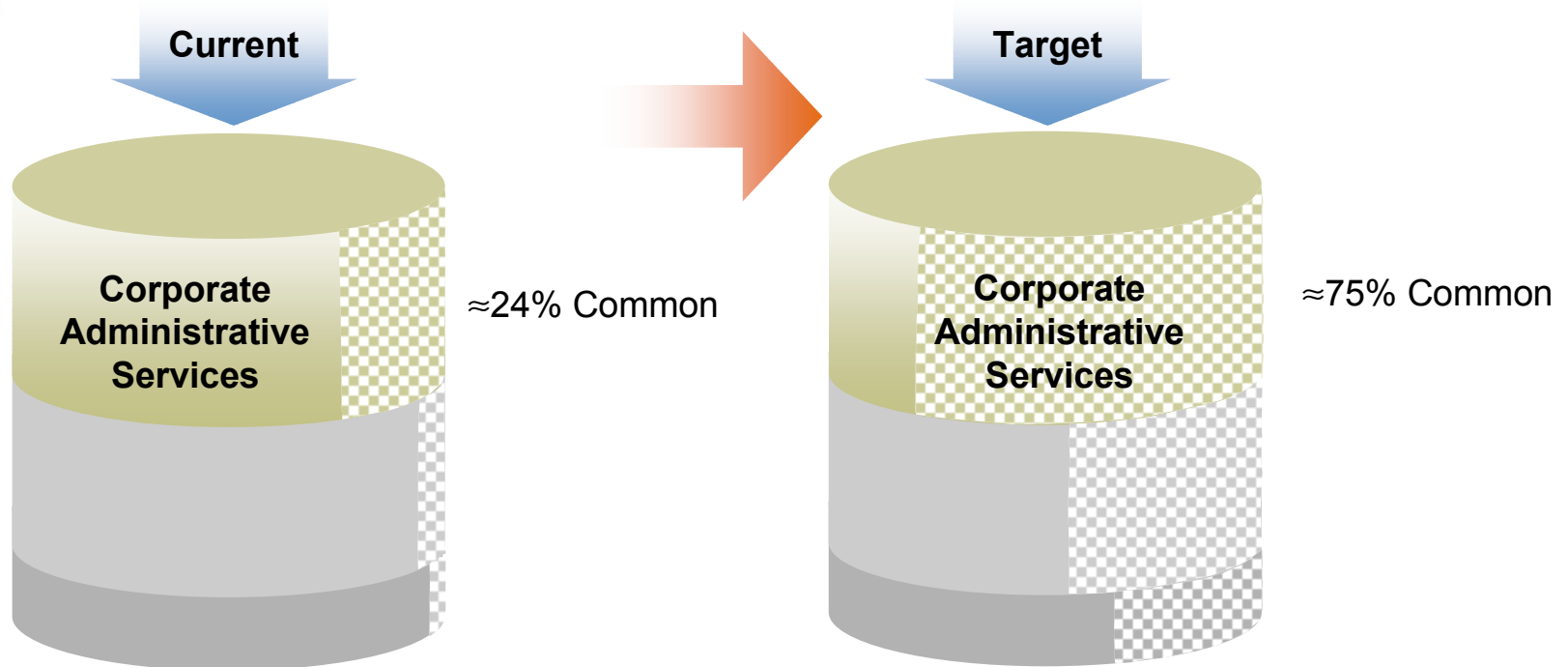
Significant opportunities for CS community renewal and advancement



Corporate Administrative Services Transformation



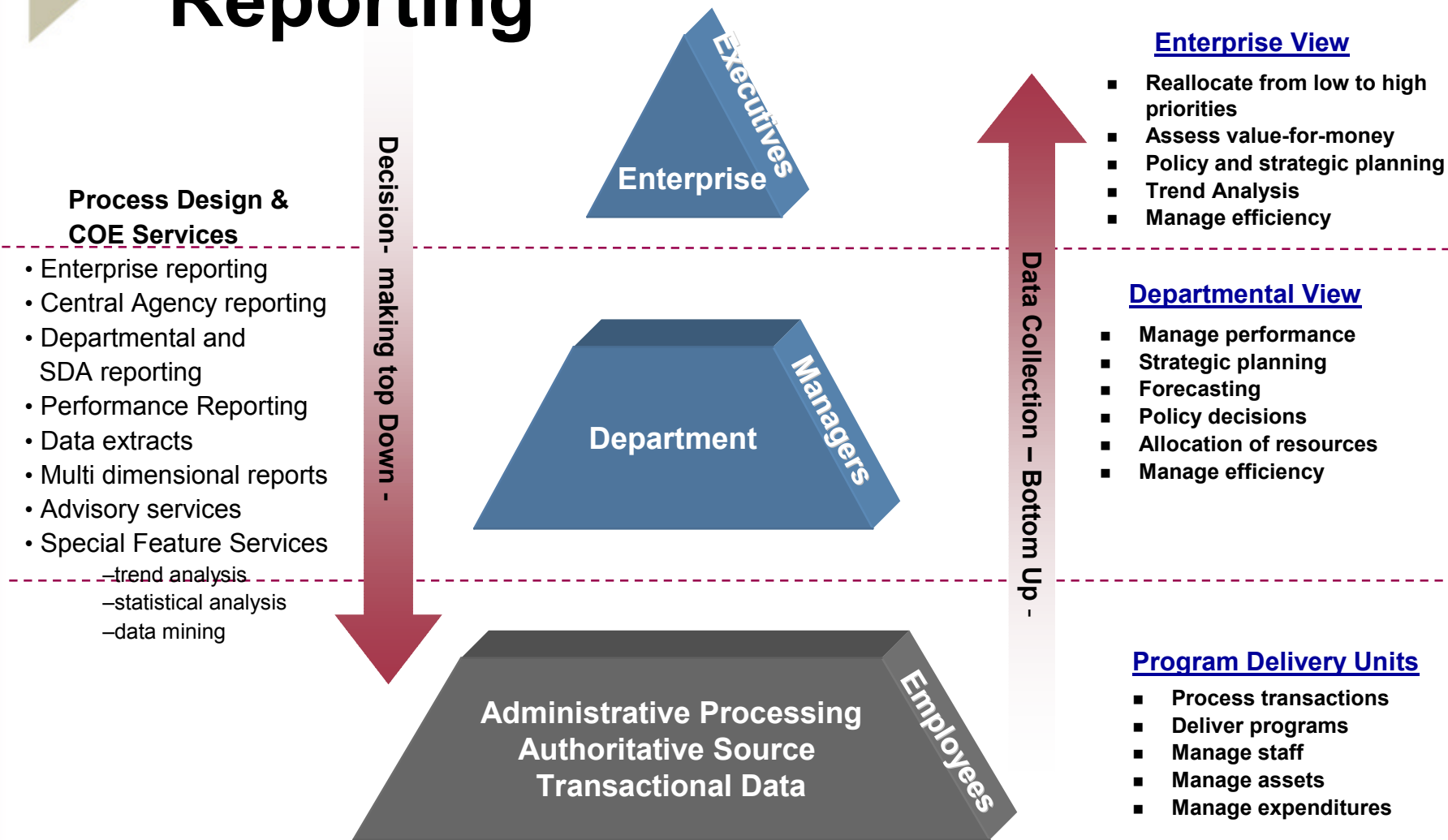
Common Services within GoC



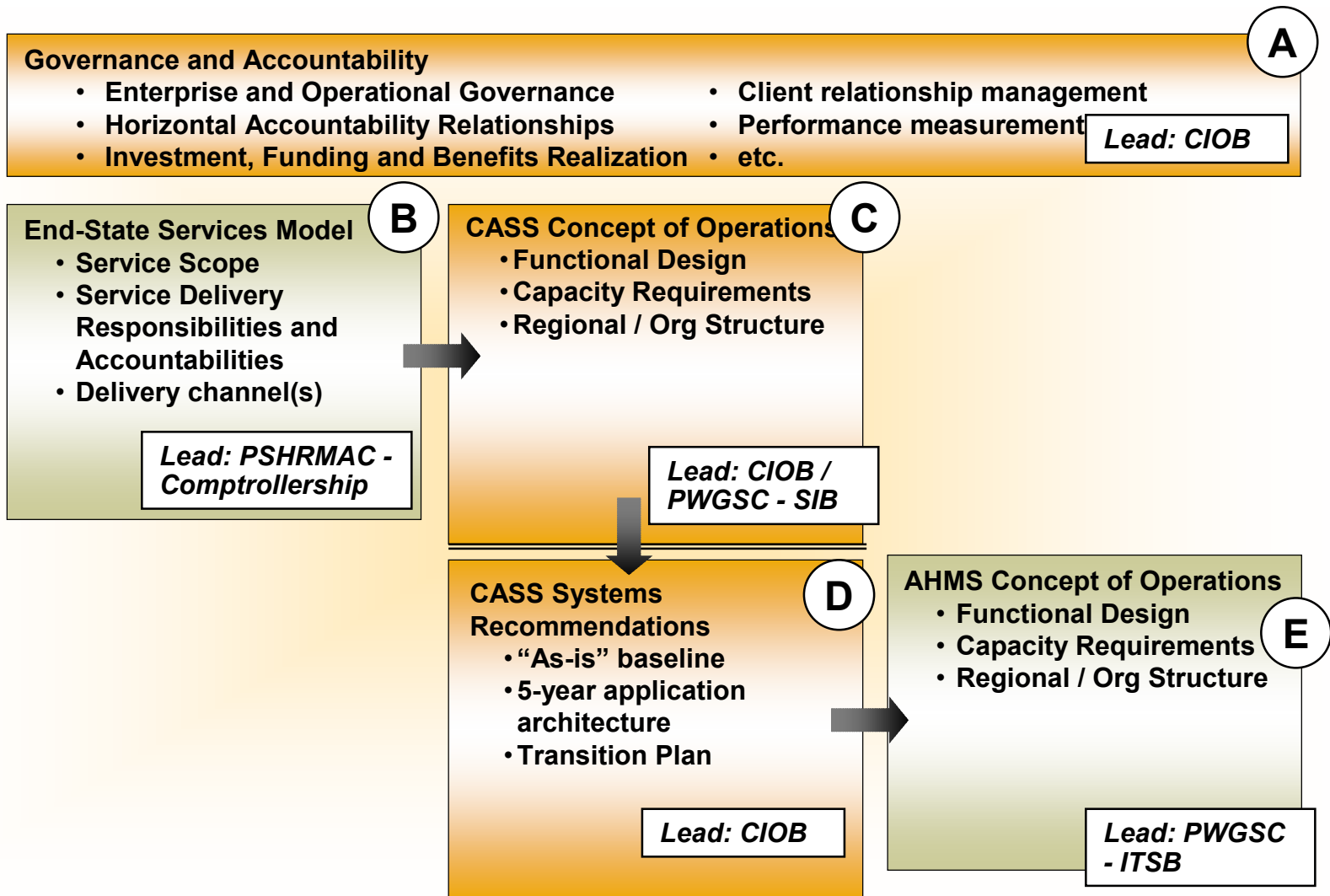
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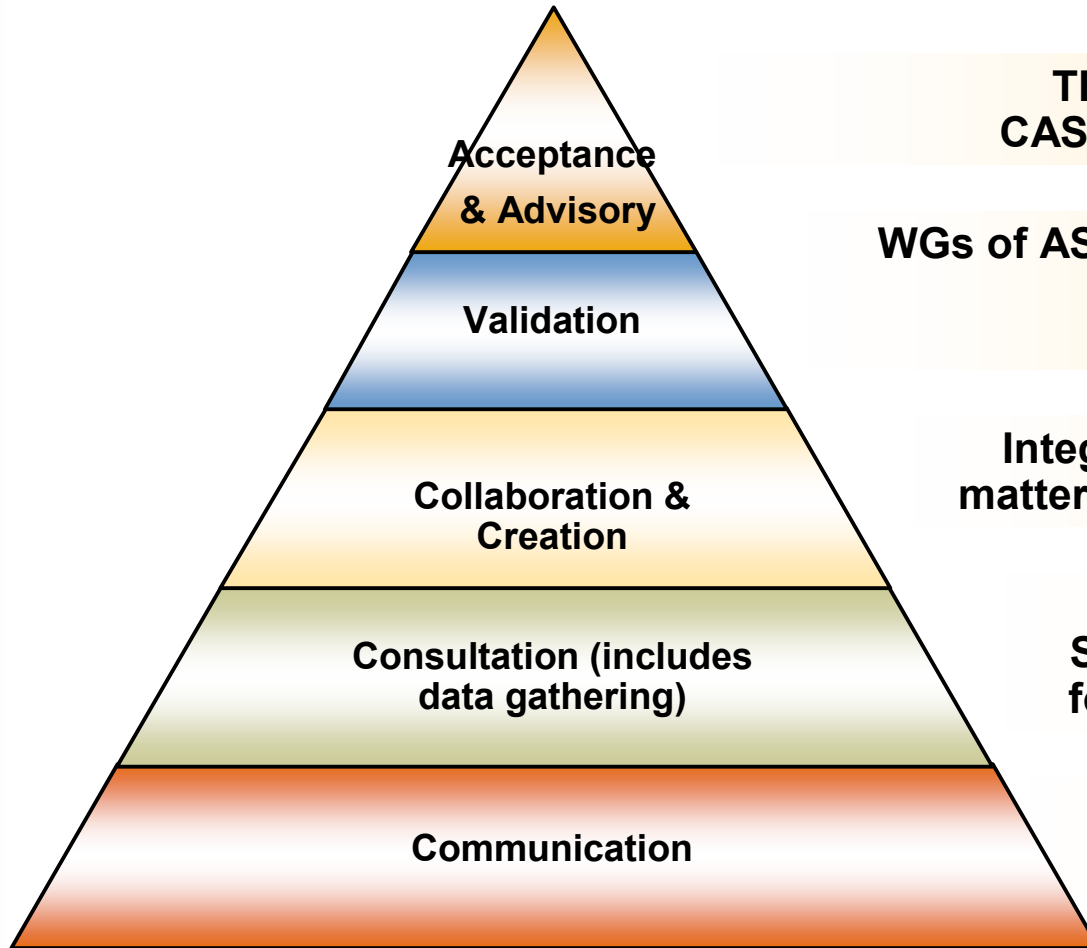
Enterprise Information and Reporting



CAS Review – Design Components



Building “Enterprise” Approaches



TBSAC, DMHRMAC and ASSC for CAS ERC Reports & business cases

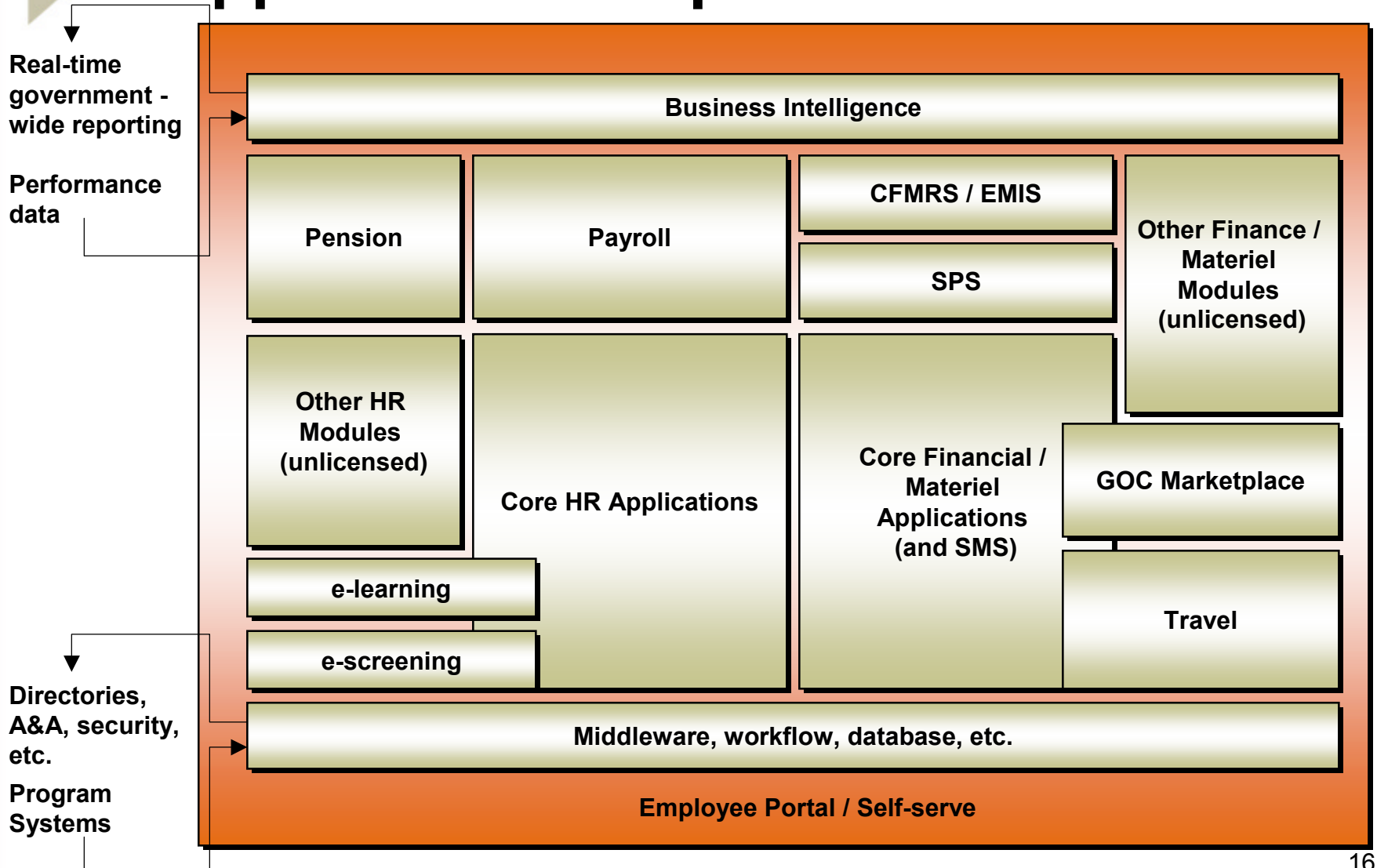
**WGs of ASSC for CAS_Client, CAS_Ops & AHMS_Ops.
WGs of SFFO and HR Councils**

Integrated project team with subject matter workshops and focus sessions

Data gathering all depts. SFFO and HR Councils and WGs for issues, strategies & priorities

Intranet and in-person through functional communities, depts

Corporate Administrative Services Application Footprint –





Project Assurance and Submissions (PAS)





Project Assurance and Submissions Team (PAS)

WHAT

- Review of Treasury Board Submissions
- Continuous oversight of major GoC IT/IM projects
- Identify and promote opportunities for common service and solutions

HOW

...through recommendations, interventions and conditions communicated to the department

WHY

... significant cost savings, better run projects, more sustainable processes, service integration and increased interoperability





PAS: Stewardship Liaison & Support

Review of Treasury Board Submissions:

- Compliance with TB policies and supporting guidelines
- Alignment of submissions with corporate approach
- Capacity to fulfill project requirements

Building Relationships

- Sharing expertise and providing assistance
- Promoting Service Transformation

How is oversight exercised?

- ...through recommendations and conditions communicated to the department



PAS: Project Assurance

Continuous oversight of major GoC IT/IM projects

- Participate in and advise steering committees
- Apply interventions as required
- Periodic reporting of project status to TBS

to ensure...

- Effective use of resources
- Alignment with GoC strategic priorities and policies
- Project success

Selection of IT / IM Projects

- Based on project cost, risk, transformation opportunity and visibility

Definition of Intervention:

- Stipulations to be met in order for project funding and operations to continue

PAS: Common Solution Opportunities

Collaborate with other CIOB divisions to identify and promote opportunities for common service and solutions through:

- Portfolio of project
- Policy recommendations
- Project intervention
- Conditions applied to TB submissions
- Developing new tools and techniques

Outcomes: Increased Interoperability, service integration, more sustainable processes and significant cost savings

