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IM READINESS: THE VIEW FROM THE CENTRE

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IM Day 2004



RESULTS FOR CANADIANS IMPLIES...

- **Well informed policy and decision making**
- **Transparency and accountability**
- **Value for money**
- **Useful and reliable information**
 - **Available**
 - **Interoperable**
 - **Re-purposed**
- **Information-enabled service delivery transformation**



GoC SERVICE VISION FOR CANADIANS

Canadians will receive the highest value from their public services – as clients, citizens and taxpayers – through a government that:

- Anticipates and responds to clients' needs, expectations, preferences and priorities**
- Engages in multi-dimensional dialogue, continually learning from citizens and equipping them with knowledge to participate fully in society**
- Ensures services and programs are streamlined, simple, cost effective, integrated, harmonized across jurisdictions, and savings are re-invested in higher priorities**



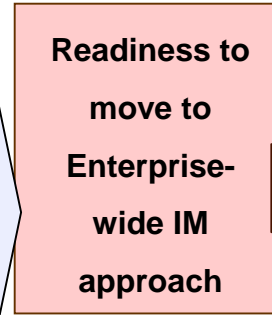
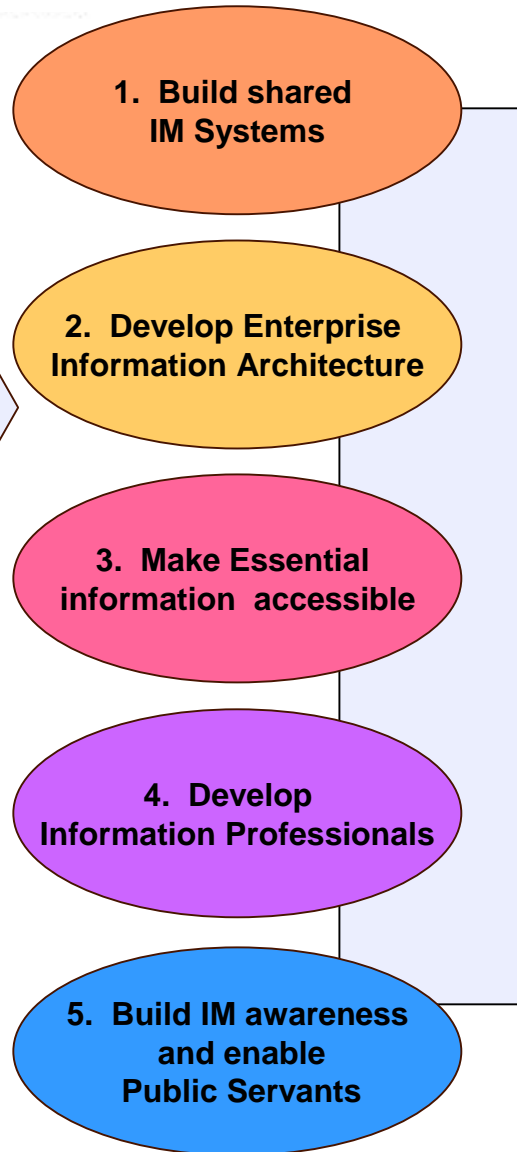
IM VISION UNDERPINS THE GoC ENTERPRISE-WIDE AGENDA

- **Satisfied citizens with direct access to the government information and services they need;**
- **Enterprise-wide service delivery transformation is supported by excellent IM;**
- **Every Federal Public Servant has access to the information they need to do their job at the desktop;**
- **Information Resources are reliable, interoperable, re-used and re-purposed;**
- **Electronic systems are the preferred means of creating, using, and managing information.**

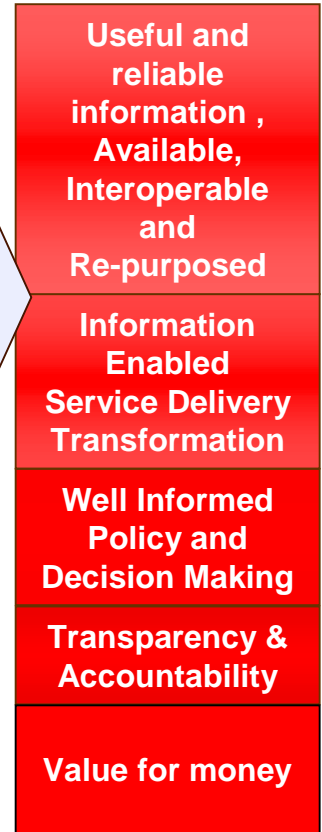
ENTERPRISE-WIDE IM APPROACH

Getting ready: Five Enterprise-Wide Actions

Current State



The Goal



GETTING READY DONE

1. Build shared IM Systems	2. Develop Enterprise Information Architecture	3. Make Essential information accessible	4. Develop Information Professionals	5. Build IM awareness and enable Public Servants
<p>GoC-wide license acquisition for RDIMS;</p> <p>Contract awarded for common Web Content Management Solution (CMS).</p>	<p>Some key standards developed and in use, e.g.:</p> <ul style="list-style-type: none"> • Common metadata standards for Web resources; • Core Subject Thesaurus; • XML Guidelines (draft) to support effective use; • Cluster Blueprint. 	<p>MGI Policy in place;</p> <p>MGI Leads named;</p> <p>Some IM Capacity Checks completed;</p> <p>Legacy Business Records tools created;</p> <p>Negotiating on a multi-department basis for some electronic library resources;</p> <p>Proactive disclosure begun;</p> <p>MGI Policy Implementation Fund launched; projects approved for 2004-05.</p>	<p>IM Leadership Initiative established;</p> <p>Leadership competencies identified;</p> <p>Organizational Modelling Exercise carried out;</p> <p>IM work description repository established;</p> <p>IM Community questionnaire conducted;</p> <p>Annual IM Days, since 2001;</p> <p>Breakfasts with Champions.</p>	<p>IM Symposium, February 2003;</p> <p>Framework for the Management of Information;</p> <p>Survey to MGI Leads to determine progress in assessing IM Capacity, MGI Policy implementation;</p> <p>First meeting of MGI Leads, March 2004.</p>

GETTING READY IN PROGRESS

1. Build shared IM Systems	2. Develop Enterprise Information Architecture	3. Make Essential information accessible	4. Develop Information Professionals	5. Build IM awareness and enable Public Servants
<p>Web Content Management Solution (CMS) for Gateways and Clusters being implemented, and planning for departmental pilots underway;</p> <p>Building and deployment of shared IM services based on RDIMS and CMS, using common standards and driven by requirements of GoC business.</p>	<p>GoC IM Architecture and Program;</p> <p>GoC interoperability framework;</p> <p>GoC metadata strategy, including records management;</p> <p>Function-based classification system;</p> <p>Prioritization and development of standards and tools to support RDIMS implementation.</p>	<p>Identification of gaps in tools and guidance;</p> <p>Development of legacy and go-forward strategies, developing metrics through pilots;</p> <p>Common Desktop Library Resource and Reference Service;</p> <p>Developing MGI Policy compliance indicators;</p> <p>Planning 2nd intake of MGI Implementation Fund.</p>	<p>IM Community renewal, and Community of Practice developing;</p> <p>IM Forum revitalized;</p> <p>Completion and validation of leadership and practitioner competencies and online assessment tools;</p> <p>Development of HR management approach for IM;</p> <p>IM Certificate Program for Leaders and Practitioners being developed.</p>	<p>Guidance for managers and employees, including employee e-learning module;</p> <p>IM Portal launch Sept. 2004, and sustainability plan;</p> <p>Analysis of Capacity Checks and development of departmental IM plans;</p> <p>Promotion of RDIMS-based services as support to GoC business and operational performance;</p> <p>2nd meeting of MGI Leads.</p>

AN INTEGRATED APPROACH TO IM

Government of Canada IM Program		
TBS	LAC	PWGSC
Strategic direction, coordination and oversight Standards program	Life cycle advice, guidance, tools and best practices	IM community development Common IM application support
Common IM Portal <u>www.informationmanagement.gc.ca</u>		



GoC INFORMATION MANAGEMENT PROGRAM

- **“Actionable and Shared Vision” for IM**
- **Positioning Information and IM as business enablers**
- **Comprehensive profile of IM services**
- **Clear definition of roles and responsibilities in delivering services: TBS, LAC, PWGSC**
- **Performance measures for each IM service**
- **Ensure maximum value for investments in IM**



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INFORMATION MANAGEMENT PORTAL



www.informationmanagement.gc.ca

- Joint venture among TBS, LAC and PWGSC
- Single point of access to IM resources



CIOB IM PRIORITIES

- **MGI Policy Implementation Strategy**
- **MGI Policy Implementation Fund**
- **GoC metadata Framework & Strategy**
- **RDIMS as an enabler for Shared Service Delivery**
- **Business Architecture for IM Program**



LIBRARY AND ARCHIVES CANADA

Library and Archives Canada's IM role (*Library and Archives of Canada Act, May 21, 2004*)

Facilitate the management of information by government institutions

- **Coordinate the library services of government institutions**
- **Serve as the continuing memory of the Government of Canada and its institutions:**
 - **No government or ministerial record shall be disposed of, without the written consent of the Librarian and Archivist or delegate**



IM STRATEGIES

- **Participate in definition and execution of the IM Program, including clarification of the roles and responsibilities of the LAC and development of an integrated work plan, in consultation with lead agencies and departments**
- **Develop strategy to support the role of federal libraries in managing information resources of government institutions, via relationship with Council of Federal Libraries**



IM SOLUTIONS

- **Life cycle tools, including E-Records (collection/creation, organization, use, maintenance, disposition)**
- **Core records management metadata set within overall metadata strategy**
- **Functions-based classification system (BASCS): models for common administrative functions and methodology for core business objectives and accountabilities based on legislated mandate of a department or institution**
- **Support to departments in completion of the IM Capacity Check and formulation of go-forward strategies**
- **Outreach: advice, guidance, training, product rollout and support, Web presence**



IM SERVICES

- **Future role of Federal Records Centres**
- **Master Standing Offer for storage of records in National Capital Region, and requirements analysis for a strategy for national storage service for GOC information**
- **Consortial buying of information products for Federal libraries**



PWGSC

Shared Products and Services Development

- **RDIMS**
Being launched today as the first ITSB Shared Service
- **Content Management Solution (CMS)**
Enables efficient creation, sharing and managing of internet and intranet content

IM Community Development

- **Organizational Readiness Office (ORO)**



ORGANIZATIONAL READINESS OFFICE

Directly enables implementation of Government On-Line, Service Improvement and Shared Services Initiatives

- **Major horizontal change agendas**
- **IT, IM and Service Delivery communities critical to success of GOL and SII**

Leveraging strengths of both formal organizational structures and of informal communities of practice

Leadership from senior level Champions Committees

- **Leadership from managers is a critical success factor to sustain change**



A STRATEGIC RESPONSE FOR IM READINESS

- 1. Governance that fosters leadership through Senior Level Champions Committees and Chief Information Officer Council**
- 2. A coherent Framework to develop integrated, strategic and sustainable HR approaches**
 - Leverage individual needs, community interests and Departmental resources
 - Manage and develop IM capacity on a whole-of-government basis
- 3. Useful tools for managers to build agile, responsive and adaptable capacity in IM domain**
- 4. Direct alignment with GoC goals such as new MGI policy, Government On-Line, Service Improvement, Shared Services**
 - Provide whole-of-government focus to complement/build on department-specific HR initiatives



IM COMMUNITY LEADERSHIP

IM Champions Committee (IMCC)

- **Providing strategic advice and guidance**

Community input to policy discussions

- **HR Modernization Task Force**
- **Service Visions**
- **Expenditure Reviews**

Input to interdepartmental IM initiatives

- **Such as the IM Portal**

IM Recognition Program

- **New IM Award for IM Day (Sept. 23 2004)**

Strategic support for departmental initiatives

- **Such as AAFC's IM Vision project**

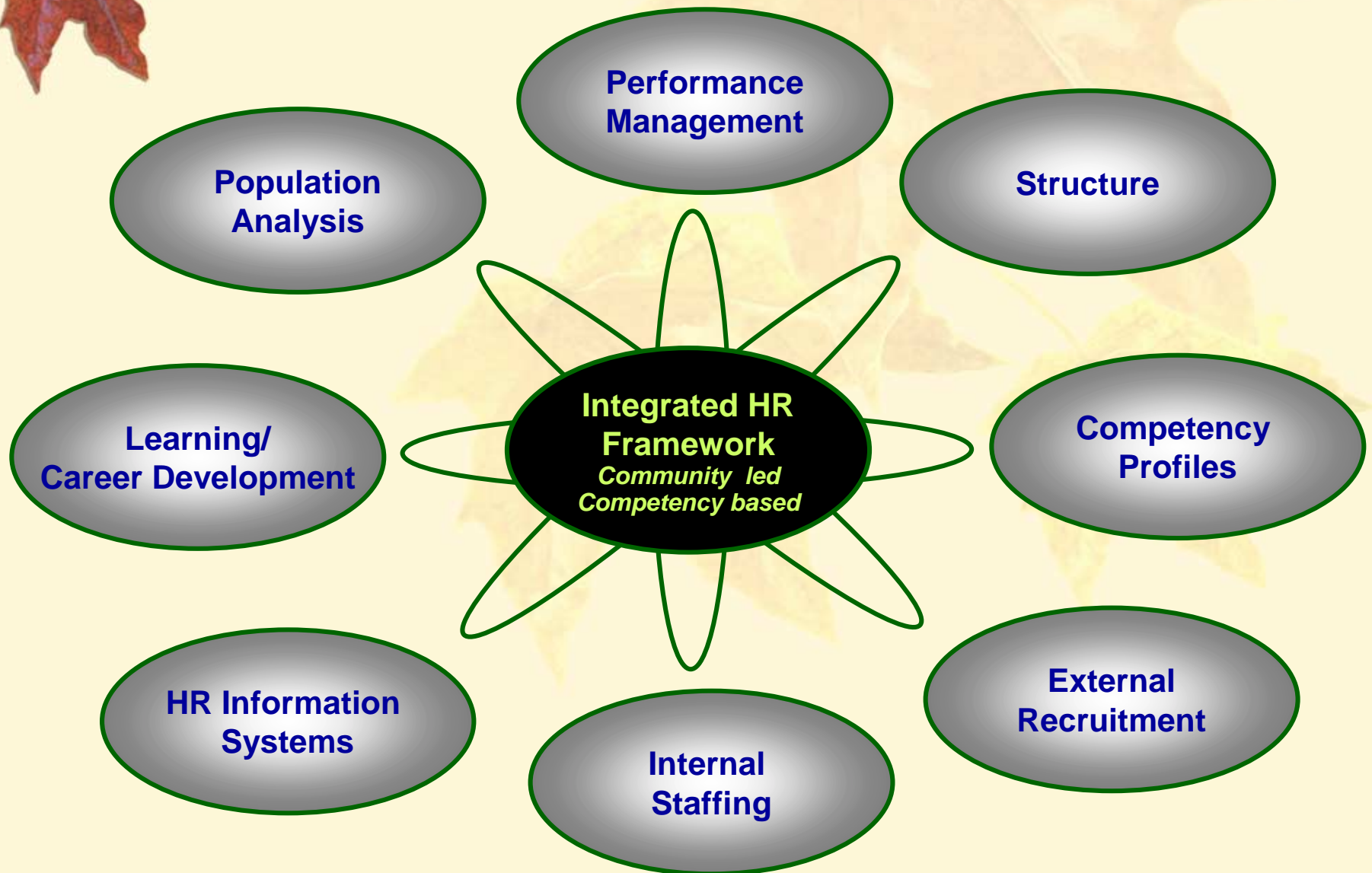


IM COMMUNITY LEADERSHIP (2)

IM Leadership Initiative

- **New focus on ubiquitous leadership**
 - **Encourages continuous learning and sharing of knowledge and work practices through a “communities of practice” approach**
 - **Components for the 18-month initiative include action learning groups, special learning events, community-led curriculum development**
 - **24 participants from 18 departments**

HR FRAMEWORK ELEMENTS





IM COMMUNITY BUILDING BLOCKS

Demographic analysis

- **IM Community questionnaire results showed community needs, especially in learning and development**

Developing IMC competency profile and online assessment tool

Supporting Community initiatives on work analysis and design, and classification reform

- **IM Work Description Repository**
 - **Model work descriptions, including 3 key IM Leader work descriptions, provide a useful tool for managers**

Identifying requirements and strategies for horizontal IM specialist recruitment and staffing initiatives



IM COMMUNITY BUILDING BLOCKS (2)

IM Certificate Program

- **Community-Led**
- **In partnership with the Canada School of Public Service (CSPS)**
- **For IM Leaders and Practitioners**
- **Phase I (2004/05)**
 - **Learning needs analysis**
 - **Survey of existing IM courses and products**
 - **IM Curriculum development**
 - **Pilot IM Leadership Course - January 2005**
- **Phase II (2005/06)**
 - **Course content development and delivery**



RESOURCES AND CONTACTS

IM portal: www.informationmanagement.gc.ca

IM Resource Centre: www.cio-dpi.gc.ca/im-gi/index_e.asp

Information Management Community: www.solutions.gc.ca/oro-bgc/im/im_e.asp

IM Call Centre: (613) 944-4644 (613) 944-IMGI imgi@lac-bac.gc.ca

Treasury Board Secretariat, Chief Information Officer Branch:

www.cio-dpi.gc.ca/cio-dpi/index_e.asp

Public Works and Government Services Canada: www.pwgsc.gc.ca

Library and Archives Canada: www.collectionscanada.ca