Vision, Mission & Guiding Principles
2008/09 Priorities & Strategies

ICT Services Manitoba

a division of

Science, Technology, Energy and Mines

"Excellent public service through innovative information systems technology."

Manitoba

The Challenge

Improving service to citizens and becoming more cost effective will require significant changes to the way government delivers programs and services.

Our Vision

"Excellent public service through innovative information technology"

Our Mission

"Drive public service value from ICT investments"

Our Values (Guiding Principles)

We Value:

- **People**
  - Collaboration and teamwork
  - Celebrating success and accomplishments
  - Desire for acquiring up to date knowledge and continuous learning
  - Competency and professionalism
- **Service**
  - Being attentive and responsive to the evolving needs of our clients
  - An empathy for and understanding of client needs
  - Acceptance of stakeholder input
  - Economic development, value and affordability
- **Change**
  - A passion for innovation and an intolerance of the status quo
  - Encouraging and embracing critical thinking and creative ideas
  - Supporting those who challenge conventional thinking and have the courage to change
- **Accountability**
  - Execute to Promises and Plans
  - Consistency in Delivery
  - Open, frank and honest communication for informed stakeholders

Introduction

ICT Services Manitoba is a division of the **Science, Technology, Energy and Mines (STEM)** department. The Hon. Jim Rondeau is the Minister responsible for STEM and our Deputy Minister is John Clarkson. As outlined later in this document, David Primmer is the Chief Information Officer for the Province of Manitoba. A sister division within STEM, Service Transformation Manitoba (STM), works closely with ICT Services Manitoba in many of the initiatives outlined in this document.

Working closely with ICT Services Manitoba, STM oversees, guides, facilitates and focuses the Government of Manitoba's innovations in the areas of technology and service delivery. ICT Services Manitoba in partnership with Service Transformation Manitoba work cross jurisdictionally in playing a prominent role in influencing the direction of government-wide technology, innovation, service improvement and transformation efforts.

ICT Services Manitoba and STM deliver this government- wide mandate by working together in the development and execution of comprehensive "eStrategy" and "SAP First" strategy for the province, building on the strengths of Manitoba's business, labour, education, and government communities.

The effective and appropriate utilization of information and communications technologies (ICT) is a strategic component of the Government of Manitoba's overall vision for enhancing public programs, improving economic and community linkages, as well as access to public information.

> The **effective use of ICT** enhances public programs, improves community linkages, increases productivity in the civil service and better manages information.
>
> - Manitoba Budget 06

Manitoba has taken significant steps to improving the environment that facilitates alignment of ICT investments with the needs and goals of the Manitoba Government, as well as continuing to service the evolving needs of government in a meaningful and cost-effective manner.

Most significant of these has been;

- As part of Manitoba's goal of improving and sustaining core business processes and obtaining value from its ICT investments, the Province has upgraded its Enterprise Resource Planning system (SAP) to the latest version and has begun a program of implementing core components of the SAP software suite where appropriate to facilitate the establishment of a shared services environment.
- ICT Transformation activities will better position ICT service delivery in support of program delivery within the Government of Manitoba and the broader public sector into the future.

Introduction (continued)

- Consolidation and standardization of existing application servers into a new configuration designed to reduce infrastructure and application support effort, better manage costs, ensure responsible use of renewable and non-renewable resources and be more responsive to changing ICT needs is underway.
- Establishment of a government-wide ICT Procurement Unit to improve the government's approach to the procurement of Information and Communications Technologies goods and services.
- Major upgrades to modernize the government's technology infrastructure and reinvestment of savings achieved through renegotiated agreements for the various managed services currently provided by external service vendors.

Advancements in the application of Information & Communications Technologies to the provision of services to citizens are providing an unparalleled opportunity to develop modern and accessible services for the citizens of Manitoba in a timely, secure and cost-effective manner.

The coming year will see Manitoba continue to leverage steps already taken to enable government transformations that will optimize service delivery, internal government operations and create further opportunities to engage constituents.

This document identifies the strategies and activities that illustrate commitment to the vision.

Science, Technology, Energy and Mines, as part of its annual planning process, reviews its overall priorities for the coming year. STEM's priorities for the 2008—2009 time frame are as follows;

Priority #1

Create an environment conducive to the development of clean energy technologies and capitalize on energy opportunities for Manitobans.

Priority #2

Drive continuous transformation for improved public services and maximize investments made in ICT by extending assets and services into the broader public sector.

Introduction (continued)

Priority #3

Significantly improve Manitoba's scientific research capacity and create an atmosphere of innovation to drive economic growth.

Priority #4

Expand Manitoba's geology and mineral investment opportunities and realize Manitoba's oil and gas exploration and development potential.

Priority #5

Drive and support the Climate Change Action Plan and expand upon *green* opportunities for Manitobans.

ICT Services Manitoba's goals and objectives are aligned primarily with priorities 2, 3 and 5. You will note on the following pages, several goals and initiatives that either directly or indirectly support these priorities.

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Our Goals, Objectives & Priorities

STEM Priority #2

Drive continuous transformation for improved public services and maximize investments made in ICT by extending assets and services into the broader public sector.

NOTE: The following lists the STEM high level objectives and the ICT Services Manitoba initiatives in support of the objectives.

High Level Objectives (STEM)

Public Services - Move forward on improved citizen centred access to government services.

- Develop systems to measure and assess levels of client relationship building and satisfaction
- Implement business processes built on standards and best practices
- Instill a service culture that is responsive and attentive to the evolving needs of the client as defined by our customers
- On-Line services to citizens strategy (see Key Activities, Page 19)
- Improve communication to all stakeholders
- Invest in innovative activities that support the longer term vision of the Province of Manitoba

Effective Information Management - Information is the currency of government. Information that the government relies upon or safe-guards must be reliable, relevant, accessible, authoritative and secure.

- Implement ICT governance, policies and standards to enable delivery of consistent solutions and lower costs of acquisition and operations with a view to allocating a greater percentage of our investment dollars on new technologies and business systems
- Develop systems to measure and assess levels of client relationship building and satisfaction
- Enhance and maintain Information Protection Centre (Security) Tools

Functional ERP (Enterprise Resource Planning) - The adoption of the SAP suite of products as the platform for the development of a core enterprise resource planning system provides program providers with standardized methodologies and technologies for the development and delivery of services.

- Instill a service culture that is responsive and attentive to the evolving needs of the client as defined by our customers
- Implement business processes built on standards and best practices
- Develop systems to measure and assess levels of client relationship building and satisfaction

Our Goals, Objectives & Priorities (continued)

STEM Priority #2 (continued)

Establish Corporate Enablement Tools - Realizing the value from the investments made in SAP and technology requires managing information, technology and processes to present single points of contact for citizens to access services.

Creating single points of contact under a distributed governance structure requires common processes, common language and a shared vision.

Corporate enablement, seeks out best practices and provides the methodologies, materials and assistance to join up the program providers to present unified citizen-centred services

- Implement ICT governance, policies and standards to enable delivery of consistent solutions and lower costs of acquisition and operations with a view to allocating a greater percentage of our investment dollars on new technologies and business systems
- Improve communication to all stakeholders
- Instill a service culture that is responsive and attentive to the evolving needs of the client as defined by our customers
- Implement business processes built on standards and best practices
- Invest in innovative activities that support the longer term vision of the Province of Manitoba

Community Networks - Connect 30 new communities as part of STEM's overall strategy to connect all Manitoban's by 2010.

- The Government of Manitoba is committed to ensuring that all communities in Manitoba have access to broadband or high-speed communication networks by year 2010. In support of this commitment, STEM is leading an initiative to examine the feasibility of connecting all schools and post-secondary education institutions in Manitoba on a high-speed network.

Infrastructure - expand and leverage our assets.

- Complete transition of Departments to central ICT service model
- Simplify ICT environment by standardizing platforms.
- Continually leverage ICT assets and resources to maximize the return on investments
- Enhance public sector access to the ICT infrastructure
- Manage the planning and delivery of ICT services to maximize the utilization of scarce resources by implementing a strong ICT Project Management culture within Government
- Refocus human resources to higher value-added activities by outsourcing commodity activities
- Continually leverage ICT assets to maximize the return on our investment and minimize costs of new systems and infrastructures.

Our Goals, Objectives & Priorities (continued)

STEM Priority #2 (continued)

Cost Effective Program Delivery - Ensure ongoing and optimal cost effective government program delivery through the application of business enabling ICT solutions within the context of a strong ICT Governance program.

- Implement ICT governance, policies and standards to enable delivery of consistent solutions and lower costs of acquisition and operations with a view to allocating a greater percentage of our investment dollars on new technologies and business systems
- Develop a Services chargeback protocol for ICT Services
- Improve the sustainability of ICT investments.
- Manage the planning and delivery of ICT services to maximize the utilization of scarce resources by implementing a strong ICT Project Management culture within Government
- Continually leverage ICT assets to maximize the return on our investment and minimize costs of new systems and infrastructures
- Reinvest ICT savings in a more strategic, aligned, and service oriented manner that will allow us to support improved service delivery and provide for cost containment

Safeguard Information and Assets - Facilitate legitimate access to information while providing strict control over the collection, management, and security of this information in accordance with freedom of information and privacy legislation.

- Purchase and deployment of Intrusion Prevention System (IPS) technology for the government network. This technology provides for real time monitoring of the government network in order to prevent malicious attacks.
- The purchase of additional licenses for a vulnerability management tool. This allows for monitoring of the network on a 7x24 basis to look for vulnerable or compromised systems .
- The purchase and deployment of network servers to replace the existing firewalls in Manitoba's web server environment which have reached end-of-life .

Enable Innovation - Create an environment that will support and enable innovation by being flexible and responsive to change and open to new ideas. This includes embarking on a program of Human Resource re-development/education to establish new skills and knowledge that will enable ICT Services Manitoba to move services forward utilizing the latest in ICT products and processes. In addition, provide Manitoba Government Employees and Manitoba Businesses with opportunities to learn about and apply the latest Information & Communications technologies to their day-to-day work.

- Create an environment that will support and enable innovation, collaboration and teamwork
- Instil a service culture that is attentive and responsive to the evolving needs of the client
- Reinvest ICT savings in a more strategic, aligned, and service oriented manner that will allow us to support improved service delivery and provide for cost containment
- Invest in innovative activities that support the longer term vision of the Province of Manitoba
- Investigate and deploy WEB 2.0 to enhance collaboration activities within government

Our Goals, Objectives & Priorities (continued)

STEM Priority #3

Significantly improve Manitoba's scientific research capacity and create an atmosphere of innovation to drive economic growth

NOTE: The following lists the STEM high level objectives and the ICT Services Manitoba initiatives in support of the objectives.

(STEM) High Level Objective

Capital Funds - Create an attractive environment for investment through commercialization success and centres of excellence

- Continued work with ICT vendors and educational institutions to establish a Centre of Excellence whereby Manitoba based Small & Medium Enterprises (SME) within the information & communications technologies sector may share information and potentially establish partnerships that will facilitate growth of the SMEs.

Encourage coordination and collaboration amongst ICT industry, government, educational institutions and other stakeholders.

- Continued work with ICT vendors and educational institutions to establish a Centre of Excellence whereby Manitoba based SMEs within the information & communications technologies sector may share information and potentially establish partnerships that will facilitate growth of the SMEs.

Equip small companies with the business and/or technical skills to develop, plan, assess and export ICT products or services.

- Continued work with ICT vendors and educational institutions to establish a Centre of Excellence whereby Manitoba based SMEs within the information & communications technologies sector may share information and potentially establish partnerships that will facilitate growth of the SMEs

Increase applied R&D capacity in the ICT sector.

- Work with SMEs and larger national ICT vendors to develop new and innovative ways of delivering service to our constituents. R & D efforts would include elements of WEB 2.0 tools.
- Continued work with ICT vendors and educational institutions to establish a Centre of Excellence whereby Manitoba based SMEs within the information & communications technologies sector may share information and potentially establish partnerships that will facilitate growth of the SMEs

Increase the rate of technology commercialization in the ICT sector

- Collaborate with other government departments who focus their efforts on business development within Manitoba. Our area of focus will be with information & communications technology hardware and services vendors.

Our Goals, Objectives & Priorities (continued)

Priority #5

Drive and support the Climate Change Action Plan and expand upon *green* opportunities for Manitobans.

- The centralization of 35+ data centres into 2 locations will have an impact on our energy consumption.
- The introduction of new technologies that will provide Manitoba with the capability to lower its carbon footprint.

Government Wide Priority

Civil Service Renewal Strategy

- Develop the capacity to keep and attract the talent needed to enhance ICT support and service delivery.
- Introduce new technologies that provide enhanced collaboration between government staff and Departments
- Introduce eLearning capabilities throughout government to enhance our ability to train and enhance skill levels where and when required.

Outcomes

The goals and objectives outlined on the preceding pages will result in the following desired outcomes as a result of undertaking these initiatives or application of best practices:

Accessible Government

A significantly improved ability for citizens of Manitoba to access government information, programs, and services at times, places, and in formats convenient to citizens.

"improving competitive conditions for businesses by reducing red tape and moving toward single window service delivery"

Budget—2007

Cost Effective Program Delivery

Many of the strategies and objectives outlined in this plan will result in more cost effective service delivery by both ICT Services Manitoba and eventually to the citizens of Manitoba.

Safeguard Information and Assets

We will continue to facilitate legitimate access to information while providing strict control over the collection, management, and security of this information in accordance with freedom of information and privacy legislation.

Support Manitoba Communities

ICT Services Manitoba will continue to support government's commitment to leverage and coordinate Manitoba's investment in ICT to bring new services and opportunities that support the social and economic development of Manitoba communities.

Enable Innovation

ICT Services Manitoba and Service Transformation Manitoba will collaborate to create an environment that supports and enables innovation by being flexible and responsive to change and open to new ideas including embarking on a program of Human Resource re-development.

Technology is an increasingly important vehicle for improving services to the public. The government of Manitoba recognizes the critical role technology can often play in ensuring modern and innovative service delivery to Manitobans.

- Manitoba Innovation Framework

Major Enterprise Initiatives

The major enterprise initiatives are a critical focus for 2008/09; each initiative is supported by a number of projects and activities:

ICT Restructuring Implementation

The restructuring of the new organization and the realignment of staff is now complete. Transitioning the work previously done in departments to ICT Services Manitoba is now underway and is expected to be largely complete by the end of this fiscal year. Refinements to service delivery processes will be ongoing.

- **Governance and Management Processes**
  To develop and implement an ICT Governance model to assign decision rights and create an accountability framework that will encourage desirable behaviour in the use of ICT, as well as developing and implementing key ICT management processes such as planning, funding, and cost allocation.
- **Transformation to a Services Organization**
  To transform the existing ICT service delivery model to a centralized service oriented ICT organization that is responsive to need, improves service delivery, proactively manages costs, and creates employee development opportunities.
- **Departmental Planning - Capacity and Alignment**
  To ensure that departments have a strong capacity for business planning and ICT alignment, and to ensure that governance and management processes developed are aligned between departments and the central ICT organization.

Major Enterprise Initiatives (continued)

Server Consolidation and Application Migration

Consolidation and standardization of existing application servers into a new configuration designed to reduce infrastructure and application support effort, better manage costs, ensure responsible use of renewable and non-renewable resources and be more responsive to changing ICT needs is underway. ICT Services Manitoba has contracted with IBM Canada to provide outsource services that will see a large portion of government's application servers housed and managed at IBM facilities in Winnipeg. This facility, known as DC1, will house most of Manitoba's "Production Server Environment". DC2 will continue to house "non-production" servers.

This project will purchase and manage government servers under a centralized management arrangement. This includes the replacement of obsolete hardware.

- **Facility Centralization**
  To reduce the number of data centres and/or server rooms by consolidating 35+ existing server sites into two Data Centres.
- **Hardware and Storage Consolidation**
  To consolidate existing government servers based on like operating systems and characteristics to improve utilization, flexibility and management.
- **Database and Data Consolidation**
  To consolidate government data onto large centralized database and storage devices to reduce the complexities of management and reduce licensing cost to government.
- **Application Consolidation**
  To rationalize applications and products that provide "like to like" functionality.

Expand and extend Enterprise Resource Planning (SAP) in Support of Service Transformation

Modernization of the government's Enterprise Resource Planning infrastructure to enable implementation of identified business transformation opportunities. Manitoba recently updated its SAP environment to the MySAP suite of tools and has adopted a SAP First policy. The SAP First policy is intended for all government departments and the broader public sector to "consider" SAP first when looking at significantly updating or replacing current systems. Using the full functionality of SAP will allow government to streamline its business processes and reduce redundancy while implementing best public sector practices.

ICT Management, Service & Infrastructure Projects

In addition to the major initiatives, a number of key enterprise ICT projects will be undertaken to support, improve, and introduce new ICT management, service and infrastructure capabilities:

> The government's **strategic investments** in managed computer services, information protection and security, and high-speed network services provide Manitobans with a **world-class platform for modernizing service delivery**, including the ability to deploy new online services for Manitobans.
>
> - Manitoba Budget 06

ICT Infrastructure

- **Infrastructure Refresh Program**

  Ongoing modernization of Manitoba's ICT infrastructure to support network based services. Refresh to include desktops, LAN switches and UPS.

  The Refresh Program replaces old and obsolete computer hardware (PC's, Switches and UPSs).

- **Legislative Building - Managed Environment Harmonization**

  To improve the ability to support collaboration services between legislative building and non legislative building users through the alignment of ICT infrastructures.

- **Server Based Computing Pilot**

  To assess and validate the end user experience when using a server based computing environment from non-PDN (provincial data network), limited PDN and high speed PDN connected locations, and establish baseline design criteria for future operational deployment.

- **Storage Management**

  To respond to the need for a long-term electronic file storage capability through implementation of a non-primary file storage environment.

- **Information Protection**

  Purchase and deployment of Intrusion Prevention System (IPS) technology for the government network. This technology provides for real time monitoring of the government network in order to prevent malicious attacks.

- **Vulnerability Management Software**

  The purchase of additional licenses for a vulnerability management tool. This allows for monitoring of the network on a 7x24 basis to look for vulnerable or compromised systems.

- **Hosting Services Firewall Replacement**

  The purchase and deployment of network and servers to replace the existing firewalls in Manitoba's web server environment which have reached end-of-life.

ICT Management, Service & Infrastructure Projects (continued)

Infrastructure Extension to Health

- **Information & Communications Technology Services**

  ICT Services Manitoba is working with the Regional Health Authorities to bring managed desktop services to the Health Care sector. In addition, ICT Services Manitoba is working to support the redesign of the health network to allow for central delivery of health services while ensuring the necessary security and safeguards exist between organizational boundaries. In support of these initiatives and complementary to central government requirements we are also working to extend the Identification, Authorization and Authentication (IAA) services (see Identity and Access Management below) into the Health sector.

Infrastructure Extension to Education

- **Schools on the Manitoba Network (Public Sector Data Network)**

  The Government of Manitoba is committed to ensuring that all communities in Manitoba have access to broadband or high-speed communication networks by year 2010. In support of this commitment, STEM is leading an initiative to examine the feasibility of connecting all schools and post-secondary education institutions in Manitoba on a high-speed network.

Identity and Access Management

- **Identification, Authorization, Authentication (IAA)**

  Implementation of an Identification, Authorization & Authentication scheme for the Province of Manitoba similar to Canada's "e-Pass" solution including policy, guidelines, application processes, standards and infrastructure required to provide enterprise wide citizen IAA services for government business applications.

ICT Client Productivity & Enablement

- **End User Tools & Innovation**

  To support the concept of a "Business Technologies Innovation Centre" (Innovation Centre) that offers management & staff throughout the Manitoba Public, Private and Healthcare sectors, opportunities to take part in business systems demonstrations, and educational programs. The Innovation Centre may also offer opportunities for the Public and Private sectors to collaborate on research and development opportunities with some of Canada's leading ICT vendors.

ICT Management, Service & Infrastructure Projects (continued)

- **Collaboration Services**

  To design an "Enterprise" solution that provides end user self-service capacity and productivity while reducing the volume and uniqueness of end-user developed applications in the environment. This includes the introduction of WEB 2.0 (Social Computing) capabilities.

ICT Management and Direction

- **Enterprise Service Infrastructure Pilot - Service Oriented Architecture**

  The development of standards, processes and infrastructures required for the introduction of service oriented architecture to support the delivery of services across the government.

- **Risk Management Methodology**

  To establish an ICT risk management methodology and practice that allows ICT level-of-service decisions to be made based on appropriate risk tolerance to government program units.

- **Applications Development Framework**

  Construct a Visual Studio 2008 solution environment that provides a common structure, standardization, & development process for developers, government or contractors, creating web applications for Government.

Key Activities in Other Areas

There are a number of key activities occurring in other areas that will impact ICT Services Manitoba; involvement in these initiatives may include monitoring, consultation, and/or direct participation:

- **Broadband Connectivity Opportunities**
  Ensure the development of the Public Sector Data Network is tightly aligned with government's plan to maximize opportunities from broadband connectivity.

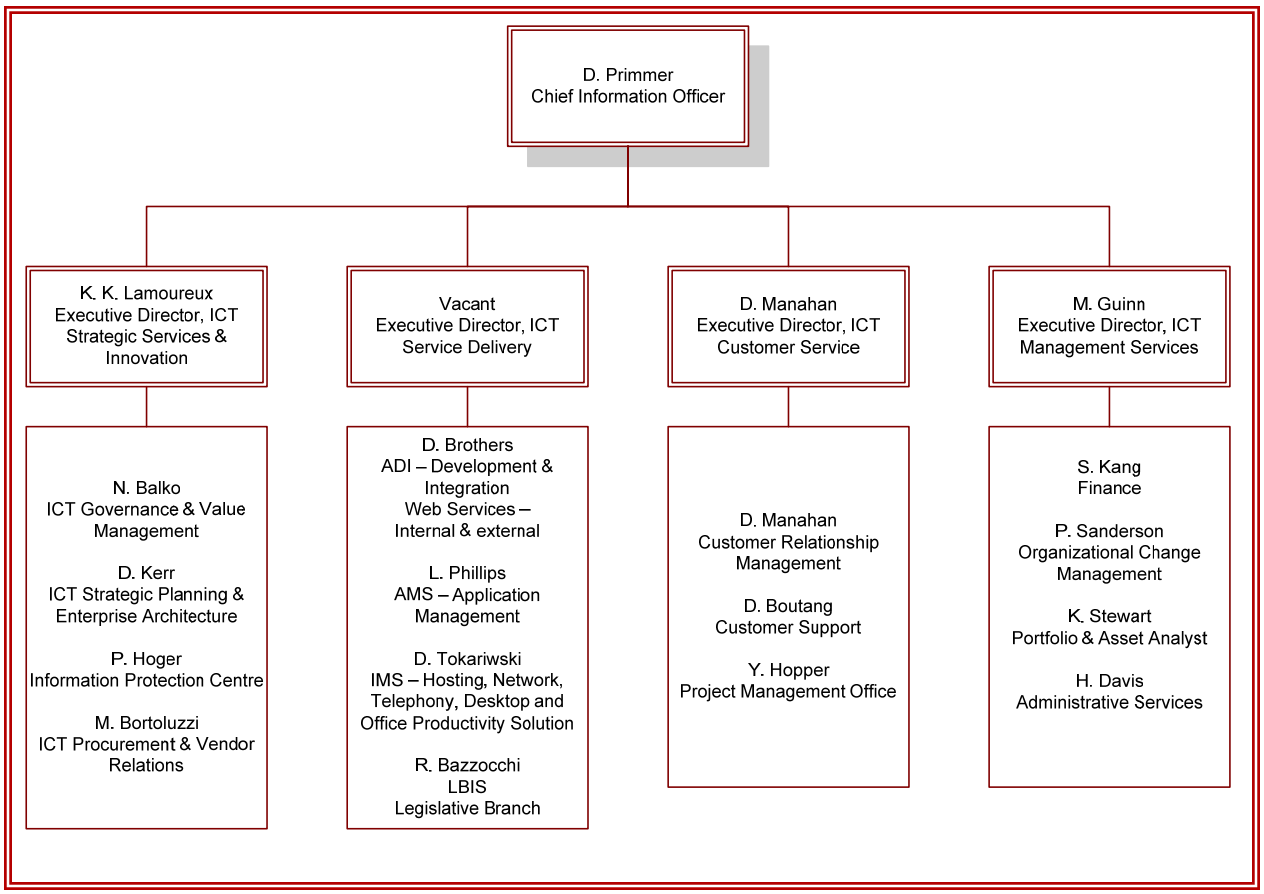
- **Health and Education Sectors ICT**
  Foster close working relationships with the Health and Education sectors that lead to consistency of direction and approach as well as opportunities for cross-leveraging ICT investments.

- **Information Management**
  Understand the impact that the policies and practices under development for Information Management have on the ICT environment and identify evolving ICT capabilities that can effectively support Information Management.

- **On-Line Services To Citizens Strategy**
  Government in its throne speech, outlines a multi-year initiative to provide new on-line services. The following services are planned to be delivered on-line for the citizens of Manitoba over the next three years.
  - Citizen Portal
  - Career Development Portal
  - Highway Conditions Text Messaging
  - Birth, Marriage and Death Certificate Replacement
  - Forms e-Submission
  - E-Commerce
  - Smart Search Tool
  - Change of Address
  - SIN at Birth
  - E-Recruitment

ICT Services Manitoba - Organization

In May of 2006, the Government of Manitoba embarked on an initiative to centralize all Information & Communications Technology (ICT) support. This initiative is well underway and continues to centralize server and applications support. The new organization and functional distribution is as follows;



ICT Strategic Services & Innovation

Within the ICT Strategic Services & Innovation branch there are the following units: ICT Strategy & Enterprise Architecture, ICT Governance & Value Management, Information Protection and Strategic Procurement & Vendor Relations. The ICT Strategic Services & Innovation branch mandate includes Research & Development of new products and services that support government's business direction and are compliant with Manitoba's Enterprise Architecture and Standards. These new products and services are investigated and where appropriate, are put in place with a view to moving these into a "production environment" with the appropriate level of Governance. ICT Strategic Services & Innovation also has a mandate to ensure a manageable level of ICT Governance & Value Assurance is provided for all ICT activities.

ICT Services Manitoba - Organization (continued)

Activities

- Developing and continually improving ICT Governance structures and Value Management of Manitoba's ICT investments
- Developing and continually improving ICT strategic plans, policies, and measurement protocols.
- Working with stakeholders to optimize and align the ICT investment portfolio.
- Researching and designing new ICT products and services to help build new effective solutions.
- Establishing flexible and adaptable information, application and technology foundations.
- Establishing and monitoring security standards and architecture.
- Leading standardization efforts pertaining to business requirements, and business cases.

ICT Service Delivery

The ICT Service Delivery branch is accountable for planning, design, implementation & support activities associated with ICT infrastructure and with ICT application development, integration and maintenance to ensure that the business needs of government are supported by high-value, cost effective information and communication systems, products and services.

Activities

- Developing, deploying and supporting critical ICT infrastructure services.
- Developing and integrating applications to create functional systems responsive to the requirements of clients' program delivery needs.
- Maintaining and operating existing applications to support the delivery of government program services.

ICT Customer Service

The ICT Customer Service branch is accountable for the development and management of productive service relationships with ICT Services Manitoba customers and consumers.

Customer Relationship Managers work with customers to ensure a high level of customer satisfaction with the services provided by ICT Services Manitoba and focus on improving the quality of these services. They further ensure that the products and services of ICT Services Manitoba are aligned with department and corporate programs and service priorities.

ICT Services Manitoba - Organization (continued)

The ICT Customer Support unit manages the delivery of the ICT Service Desk and monitors outsourced Help Desk and Service Request functions, coordinating and integrating service delivery and customer support activities and managing communications on incidents and changes. As the custodian of ICT Services Manitoba's process manuals, they work with the ICT Service Delivery branch to develop and review service processes that will provide quality service outcomes for our customers and consumers.

To ensure that customer requirements are met, the Project Management Office defines, implements and monitors project management standards and methods. They coach project managers in applying these standards, initiate regular reviews of projects, and regularly produce a consolidated project status summary for review by ICT Services Manitoba and its customers.

Activities

- Managing the relationship between ICT Services Manitoba and clients to ensure needs are addressed.
- Providing client support in the day-to-day delivery of ICT services.
- Proactively monitoring service and process outcomes in relation to service contract conditions and performance goals.
- Improving the efficiency and effectiveness of project delivery through application of standard project management practices.

ICT Management Services

ICT Management Services operates as a shared services unit that provides a broad range of management services for the ICT Services Manitoba organization. These services include financial reporting and comptrollership, organizational change management and communications, licence and contract management, IT Human Resource development, and application portfolio and asset management.

Activities

- Exercising comptrollership responsibilities and providing overall financial leadership for ICT Services Manitoba.
- Coordinating and managing the use of ICT resources across the ICT program portfolio.
- Proactively administering ICT contracts and license agreements.
- Planning, recruiting, allocating, evaluating, training and developing internal resources for ICT