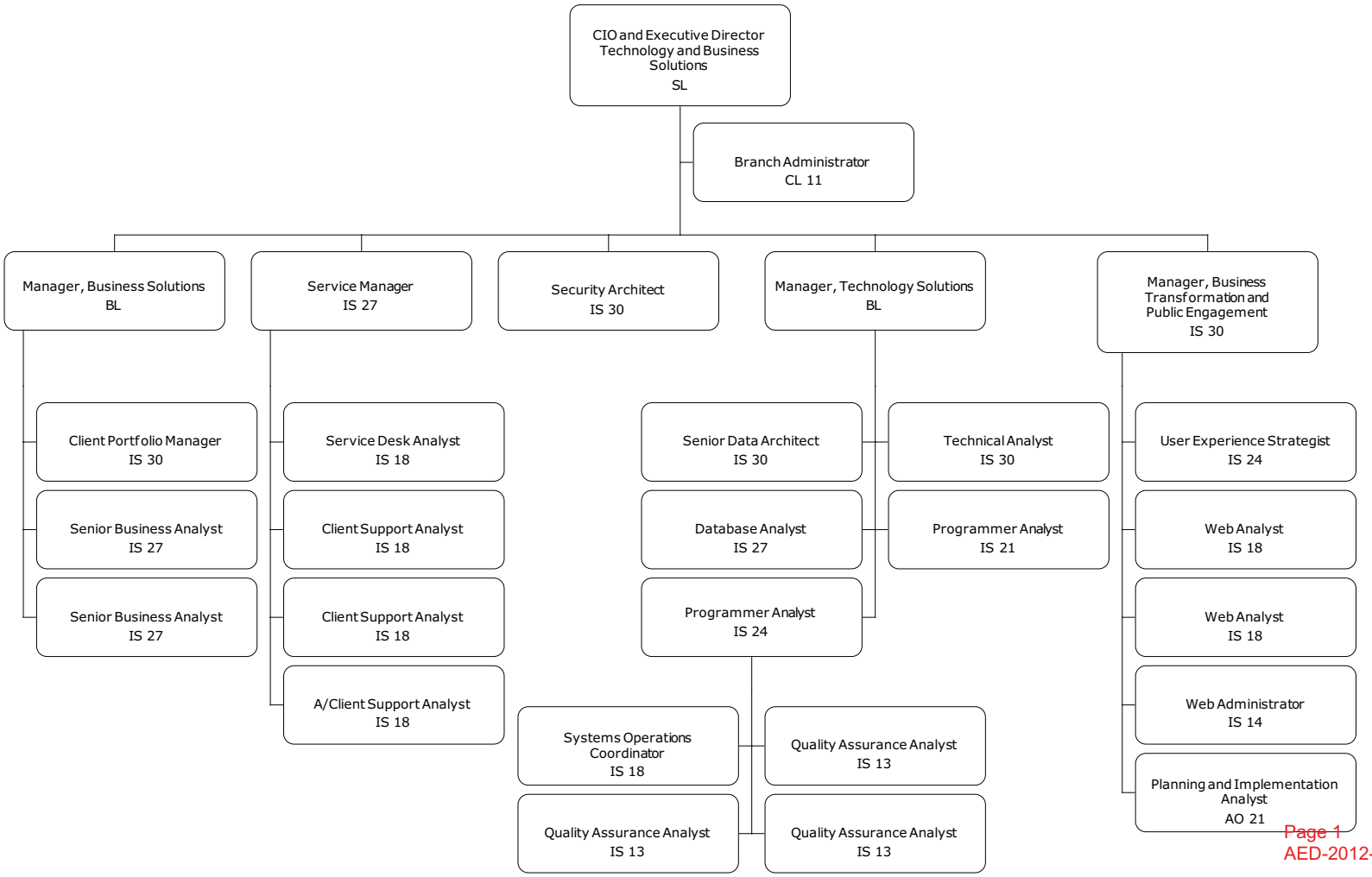
Ministry of Advanced Education
Technology and Business Solutions Branch



AED-2012-00026

	Not Responsive
Technology Solutions Branch Suzanne Manahan, Executive Director & CIO Assistant: Leona Thors	
Program Areas: **Client Services** ○ Strategic Client Management -working closely with program directors to understand the broad business goals and emerging policy directions of the Ministry and Sector, to assess and advise on IMIT-related opportunities and issues ○ IMIT Planning - Assist with the development of IMIT Plans as per annual planning cycle or in compliance with central agency direction ○ Application Release Planning and Management – information technology improvements, and deployment services to assure business needs are met within agreed-to requirements. ○ Information systems consultation to ensure clients are using Information Technology in the most effective way ○ Application Incident Coordination including liaison between clients and service provider to support application Incident triage and prioritization. ○ Monitoring vendor service level targets and escalating incidents where required	**Program Areas:** **Technology Solutions** ○ Provide technical services in the development, estimation or review of technology services, requests for estimates, capacity planning, capital planning, standards and solutions. ○ Development of new applications and enhancements, modifications and troubleshooting of current applications. Assist in the maintenance of Ministry Application portfolio. ○ Provide data management practices and strategies to enhance data and business process interoperability. Monitor and diagnose database performance, and provide ongoing backup and archiving of databases. ○ Maintain server portfolio and recommend/assist in patching and debugging. ○ Develop and maintain proper Software Development Life Cycle (SDLC) processes, policies and standards documentation. Lead reviews of application architecture deliverables, and provide quality assurance reviews on supporting.
Program Areas: **Client Relations** (requestIT@gov.bc.ca) ○ Incident Management, Service Desk Line of Business Support ○ Support remote conferencing solutions ○ Restore service disruptions as quickly as possible with minimum interruption to business. ○ I.T. asset ordering including iStore preparation and order tracking. Manage and if required support VIP Ministry clients with hands on solution if Service Level provisions from Vendors do not meet timeline requirements Hold vendors and central agencies accountable for service levels and service requirements (including day-to-day vendor liaison and management) ○ To develop service delivery improvement processes ○ Develop and monitor standardized methods and procedures for change management to ensure processes and followed and controlled for Technology Assets or Procured services ○ Manages user access levels	**Program Areas:** **Web Services** ○ Front end Website design, development and maintenance – develop web solutions for internal and external audiences in compliance with corporate web standards and guidelines ○ Content management– coordinate and execute online content on behalf of ministry program areas and provide strategies and best practices in content management. ○ Graphic Design Services – produce graphics for web and print. ○ Desktop Publishing Services – design and development of brochures, reports, newsletters. ○ Online activity trend analysis and reporting – provide web analytics to business areas and monitor trends to ensure effective online communications. ○ Online Citizen and Employee Engagement consultation – consult with program directors to identify opportunities for online engagement using emerging new media. ○ Social Media Services – ensure effective use of social media and assist programs in business case development, strategic planning and community building. ○ SharePoint Services – Develop and maintain SharePoint collaboration sites, manage the ministry site collection, provide training and consult with programs on business transformation using SharePoint. ○ Technology and Transformation planning – assist with the development of the Technology and Transformation Plan as per annual planning cycle or in compliance with central agency direction ○ Provide consultation services on emerging Government 2.0 initiatives. ○ Develop and oversee Web Governance Framework, Web Strategy and Social Media Strategy
Program Areas: **Security** (David.Malcolm@gov.bc.ca) ○ Assure that Ministry IMIT applications and practices are compliant with the OCIO's Information Security Policy ○ Conduct Security Threat and Risk Assessment (STRA) on ministry applications ○ Provide Security Awareness information/training and Security Incident Reporting ○ Perform Ministry level security incident investigation and remediation	