

**From:** Klette, Bruce CSCD:EX  
**Sent:** Wednesday, March 28, 2012 3:18 PM  
**To:** Leduc, Danine CSCD:EX  
**Subject:** ISB

The Information Systems Branch (ISB) provides Information Management / Information Technology (IM/IT) services to the business areas of the Economy Sector which includes the Ministry of Community, Sport and Cultural Development and the Ministry of Jobs, Tourism and Innovation. The services are provided through the following areas:

#### Client Services

- Management Planning
  - Support Annual Planning Processes (i.e. Transformation and Technology plans)
  - Support IT Budgeting Process
- Account Management
  - Client Relations Management
  - Support Business in Leveraging IM/IT Solutions
- Service Management
  - Portfolio and Project Governance / Management
  - IM/IT Contract Governance / Management

#### Business Analysis

- Business requirements gathering and documentation
- Lead quality testing and change control for business applications and web sites
- Liaise between clients and technical teams to ensure the client's needs are met and business requirements are fulfilled
- Work collaboratively with technical teams to develop and implement IT solutions
- Manage client IM/IT business needs effectively by identifying changing priorities, anticipating needs and operational implications and evaluating results

#### Application Services

- Support business applications and web sites.
- Provide technical validation of business requirements and validate implementations of those requirements for IT applications and web sites.
- Support strategic IM/IT infrastructure.
- Application and website development
- Change management
- Intellectual property protection

#### Operational Project Support

- Manage government and internal re-organization
- Manage office moves
- Manage corporate operational IT projects
- Manage large IT hardware orders and projects
- Manage Shared File & Print security groups, structure and folders
- Provide line of business application systems access

#### Operational Infrastructure

- Provide operational support for line of business applications and devices including server infrastructure and mobile devices
- Co-ordinate application and web site service outages with clients for patching and upgrades
- Package software for automated deployment to standard government desktops
- Tier 2 and Tier 3 support for desktop and server application and web site support
- Assist in infrastructure building, contingency and business continuity plans
- Liaison and order services needed for clients with corporate suppliers
- Tele-presence/video conference support.
- Provide technical analysis and develop procedures to ensure service and policy compliance for IT services

#### Help Desk

- Ordering of IT assets
- Liaise between clients and central corporate services to ensure technology needs are met and services are cost effective.
- Conduct Post Incident Reviews including analyzing incidents, distributing information internally, and providing feedback.
- Implementation of new IT products and services
- Notify clients of system outages
- Manage security access

#### Security

- Ensuring that standards/procedures to support day-to-day security activities are documented in compliance with the Information Security Policy
- Co-ordinating information security awareness and education
- Investigating reported information security events to determine if further investigation is warranted
- Providing up-to-date information on issues related to information security
- Assisting business areas in conducting Security Threat and Risk Assessments
- Ensuring that each information system has a current System Security Plan
- Providing advice on security requirements for information systems development or enhancements
- Co-ordinating ministry information security initiatives with cross-government information security initiatives
- Providing advice on emerging information security standards relating to ministry specific lines of business
- Raising ministry security issues to the cross-government information security forum.

#### Finance and Administration

- Budget management for the branch

#### ***Bruce Klette***

##### ***Executive Director & CIO***

Ministry of Community, Sport and Cultural Development

Ministry of Jobs, Tourism, and Innovation

Tel: (250) 356-0803 / Cell: (250) 580-6906 / Fax: (250) 387-1590