BRITISH COLUMBIA

Ministry of Technology, Innovation and Citizens' Services

Advanced Education Sector Overview

IM/IT Capital Budget 2015/16

Presentation to DMCTT

September 2014

Strategic Overview of Sector

This multi-year initiative will provide the ability for students, institutions, and the Ministry to make informed decisions and enhance alignment between post-secondary education and the labour market, including alignment of student loans to jobs in demand.

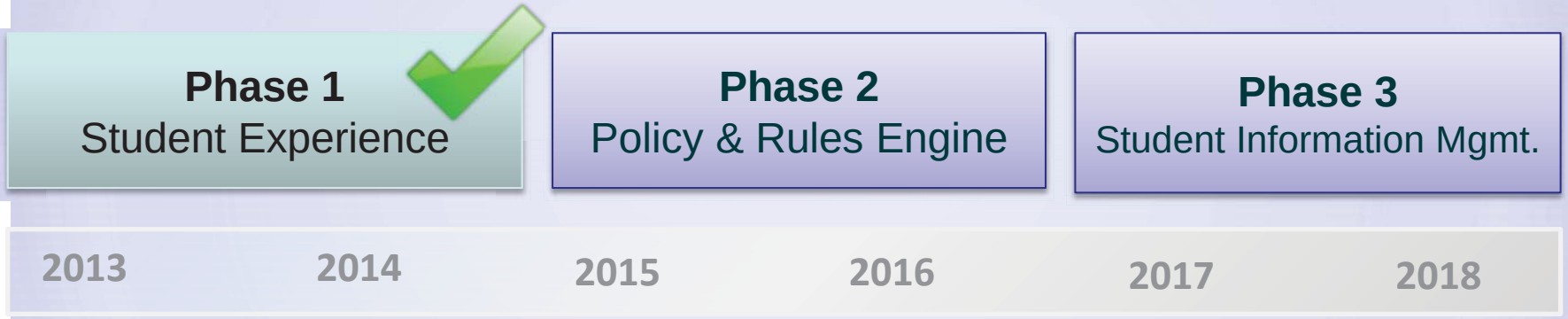
Pro-active information to students

Flexibility to adjust financial aid to labour market priorities

Actively monitor student loans and labour market alignment

Initiative: Informing Decisions

Guiding the Student Journey



Phase 1 Successes

- Reduced loan processing times by 80%
- Eliminated over 300,000 pieces of paper and mail
- 98% of all applications (~100,000) submitted electronically
- Online Student Dashboard (mobile friendly)

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Initiative: Informing Decisions
Guiding the Student Journey

Project Description:

Align Student Financial Assistance and post-secondary information to the changing economic and educational landscape.

Decisions about post-secondary education are made on accurate, complete and timely data, using effective tools and policy levers to guide outcomes and inform a students journey.

Project Outcome and Strategic Alignment:

- Adjust loans/grants to labour market priorities
- Pro-active Information to students
- Real-time oversight of student loans
- Lowered government write-off
- Service Card Implementation

s 12

BRITISH
COLUMBIA

MINISTRY OF TECHNOLOGY, INNOVATION AND CITIZENS' SERVICES

BRIEFING NOTE FOR DECISION

Ref:

Date: September 15, 2014

I **PREPARED FOR**: DMCTT

TOPIC: Provincial Strategy for Geospatial Services

II **ISSUE:**

Direction from DMCTT to develop a provincial strategy for geospatial services

III **BACKGROUND**:

DataBC was created in 2010 as a corporate enabler to promote and enable the sharing of data, including geospatial data, with citizens, businesses and government agencies. As part of that service offering DataBC provides a mature spatial data warehouse and suite of geographic services. Since 2010, Ministries have also invested in operational geospatial information and the OCIO continues to receive IM/IT Capital Investment requests from ministries for additional funding for geospatial services.

Geospatial information is important to effective decision making and is widely used by organizations across British Columbia including private and not-for profit; municipal; provincial and federal organizations. The amount of geospatial information available, and sought, is increasing.

Canada is developing a pan-Canadian geomatics strategy through Natural Resources Canada that aims to increase the understanding of the use and value of geographic information and to ensure the sector is productive, competitive and sustainable. Other jurisdictions have successfully developed a common strategy with government and private sector partners. New Zealand began a strategic process in 2007 and recently updated their approach in 2012 incorporating feedback from partners and citizens. The United States is currently developing a national geospatial strategy sponsored by the Department of the Interior

IV **DISCUSSION**:

While there is recognition of the increasing need to gather, maintain and use different datasets from multiple partners, British Columbia does not currently have a provincial strategy for geospatial services. An earlier strategy developed by the Integrated Land Management Bureau led to the service development now managed by DataBC is outdated. The absence of a current provincial strategy has led to requests from different ministries for funding to improve government services and services to citizens. In the absence of a provincial strategy private sector entities and other stakeholders are developing their own frameworks.

Recent work in the Natural Resources Sector and Government Communications and Public Engagement has highlighted the need for an overall governance framework and strategic plan to ensure that government's investments are used effectively and leverage the work and interests of other stakeholders within a common framework.

Developing a provincial strategy for geospatial services aligns with the work currently underway with the Pan-Canadian geomatics strategy and will provide the province with a better understanding of the current and future requirements for geographic information with British Columbia and how to shape government strategy and investments for geospatial information.

V Recommendation:

Establish a working group of ADMs from across government to develop a provincial strategy for geospatial services with input from stakeholders throughout the province and third party advice as necessary, and to report back to DMCTT by September 30, 2015.

Approved / Not Approved

_____
John Jacobson
Deputy Minister of Technology, Innovation and Citizens' Services

PREPARED BY:

Philip Twyford, Executive Director
IM/IT Capital Investments Branch
Office of the Chief Information Officer
Ministry of Technology, Innovation
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Ian Bailey
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Christian Kittleson
Assistant Deputy Minister of
Business Transformation
Ministry of Energy and Mines

Denise Champion
Assistant Deputy Minister
Government Communications and
Public Engagement

BRITISH COLUMBIA

Ministry of Technology, Innovation and Citizens' Services

DMCTT Briefing

IM/IT Capital Budget 2015/16 New Project Approvals

September 15, 2014

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Presentation of New Requests

- Sectors are presenting the next round of their priority projects.
- Projects are based on business cases evaluated and rated by OCIO and cross-government teams (Gateway).
- Many other priority projects in development.

Context

s 12

- **Considerable demand for new projects and additional funding for existing projects.**

s 12

IM/IT funded capital project status

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- **Existing funds allocated to priority projects**
- **Projects are underway and well managed – see monitoring report**

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DMCTT Criteria to Screen Projects

- Aligned to government priorities – financial and strategic
- Enhances public safety
- High return on investment and/or reduction in operating costs
- Readiness to implement
- Reduction in legacy applications

IM/IT Capital Investment Approach

- Align investments to strategic business need
- Leverage existing investments wherever feasible
- Phased and gated approach with regular deliverables
- Total cost of ownership and benefits comparison

- Monitor projects against business plan
- Maintain IT systems to derive expected benefits
- Consolidating existing applications to reduce costs and risks

Recommended Projects

- **Presentation by Sectors**
- **Handout**

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Next Steps

- s 12

- **Work with ministries to develop business cases from recommended concept cases.**
- **Commence planning for 2016/17 IM/IT capital intake.**

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BRITISH COLUMBIA

Ministry of Technology, Innovation and Citizens' Services

Economy Sector Overview

IM/IT Capital Budget 2015/16

Presentation to DMCTT

September 2014

Strategic Overview of Sector

Pages 30 through 32 redacted for the following reasons:
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Ministry of Technology, Innovation and Citizens' Services

Finance Sector Overview

IM/IT Capital Budget 2015/16
Presentation to DMCTT
September 2014

Strategic Overview

Government Priorities

Balanced Budget

The Economy

Realized Outcomes

Sound and transparent management of government finances

A strong, competitive and vibrant economy

Finance Objectives

- Consolidated Revenue Management
- Integrated Financial Management

Priority Initiatives

- Revenue Transformation Initiative
- Public Sector Compensation Modeling System

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Questions

Deputy Ministers' Committee on Transformation and Technology

Terms of Reference

The Deputy Ministers' Committee on Transformation and Technology plays three distinct but complementary roles.

1. DMCTT is **responsible for** setting the strategic vision and direction for government's business transformation, including but not limited to how technology capabilities, infrastructure and capital investment in IM/IT will be leveraged to support both government's strategic priorities and citizen expectations for government services. DMCTT:
    a. Establishes the **transformation and technology strategy** – under the banner *Citizens @ the Centre* – to guide ministries/sectors in developing their own transformation plans through the transformation planning process, and to ensure alignment with the Corporate HR Plan;
    b. Governs the **corporate infrastructure and technology enablers** that underpin government programs and services; and
    c. Sets the strategic direction for the **technological environment** for our workforce.

2. DMCTT is **accountable to government,** as mandated in 2012, for maximizing the **value from IM/IT capital** expenditure by:
    a. As part of government's budget process, recommending an envelope for IM/IT Capital based on a 10-year IM/IT capital investment plan and establishing criteria to prioritize projects within the envelope;
    b. Approving annual IM/IT capital spending plans against the approved envelope, including re-prioritization as appropriate; and
    c. Establishing a governance framework to monitor project progress against approved submissions and ensure that outputs and outcomes are realized, including project-specific conditions for major projects approved by Treasury Board.

3. As and when directed by Treasury Board, DMCTT plays a **formal governance role** on specifically named initiatives. This accountability is defined by Treasury Board and is limited to the specified initiative. It does not extend to other initiatives for which DMCTT may provide direction either through its responsibility for setting strategic vision or through its accountability related to IM/IT capital investment.

To deliver on its mandate, DMCTT will:

- Set the direction for ministry/sector transformation plans in support of the corporate transformation and technology strategy
- Guide the application of technology to support new models of service delivery;

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- Ensure investments can be measured and reported on with strategic alignment and outcomes;

The decisions of the Committee will be guided by the following principles:

- the business needs and transformation goals of government drive the decisions on IM/IT capital investment;
- scarce resources will be targeted at improving service delivery;
- all opportunities for ministries to leverage investments made by other ministries will be pursued to avoid duplicate investments

Related Committees

- Deputy Ministers' Committee on Capital (DMCC)
- Deputy Ministers' Committee on the Public Services (DMCPS)

Committee Membership

Members: John Jacobson (Chair), John Dyble, , Elaine McKnight, Lori Wanamaker, Peter Milburn, Grant Main, Mark Sieben, Shannon Baskerville, Dave Nikolejsin, Kim Henderson, Derek Sturko.

As a general practice, the Committee does not permit delegates. Exceptions may be approved at the discretion of the Chair.

The Office of the Chief Information Officer serves as Secretariat to the Committee.

The Committee will meet as and when needed to fulfill its mandate. Agenda and materials will be provided to committee members in advance of meetings.

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    b. Approving annual IM/IT capital spending plans against the approved envelope, including re-prioritization as appropriate; and
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- Guide the application of technology to support new models of service delivery;

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- Ensur~~inge~~ investments can be measured and reported on with strategic alignment and outcomes;
- ~~Setting service standards for common infrastructure services in government;~~
- ~~the business needs of government drive the decisions on IM/IT capital investment;~~
- ~~Setting the goals for major procurements;~~
- ~~Guiding policy and program direction in emerging technology areas;~~
- ~~Setting broad direction on consolidated/integrated service delivery in regions.~~

The decisions of the Committee will be guided by the following principles:

- the business needs and transformation goals of government drive the decisions on IM/IT capital investment;
- scarce resources will be targeted at improving service delivery;
- all opportunities for ministries to leverage investments made by other ministries will be pursued to avoid duplicate investments

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BRITISH COLUMBIA

Ministry of Technology, Innovation and Citizens' Services

Health Sector Overview

IM/IT Capital Budget 2015/16
Presentation to DMCTT
September 2014

Strategic Overview of Sector

- **The goals and priorities of the health sector are outlined in the publically released Health System Strategy *(Setting Priorities for the B.C. Health System)***
- **The Strategy identifies eight priorities and seven supporting enabling strategies, including Information Management and Technology**
- **The Health Sector IM/IT Enabling Strategy supports and enables the goals and priorities in the Health System Strategy and identifies five strategic priority areas, each requiring initial strategy or policy development work**
- **HSIMT has a dual role and a capital requirement in support of both:**
  1. **Health Sector IM/IT - providing common provincial information systems in support of health care delivery across all health authorities**
  2. **Ministry of Health IM/IT - providing MOH information systems in support of Ministry operations**

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Health Strategic IM/IT Priorities

	Strategic Priorities		Description
1	Data Sharing and Informatics	⇒	The Data Sharing and Informatics priority seeks to improve the secure access and use of health information for decision-making purposes.
2	Health Information Exchange Services	⇒	HIE is about ensuring care providers have access to patient health information at the point of service, to make informed clinical decisions. HIE will also put in place the building blocks needed to enable the secure electronic transmission of health information with patients.
3	Health Information Standardization	⇒	Health Information Standardization is about the development, adoption, and governance of information standards, which plays a critical role in improving the quality and consistency of health data needed to inform policy, funding and care decisions.
4	Patient Empowerment	⇒	The Patient Empowerment priority will establish strategies that will articulate how the B.C. health sector will leverage technology (including telehealth) to provide patient-centered care.
5	IM/IT Governance and Investment	⇒	IM/IT Governance and Investment seeks to establish a single governing body for health sector IM/IT with authority in areas deemed to be of common or shared interest. The priority will also establish a single IM/IT strategic plan for the health sector, guiding and supporting provincial technology solutions.

BRITISH COLUMBIA | Ministry of Technology, Innovation and Citizens' Services

Project Name: Enhanced Decision Making Initiative

(OCIO Funding projected, no additional funding requested)

Project Description:	**Project Outcome and Strategic Alignment:**
• To maintain and improve ability for evidenced based decision making in such areas as financial planning, evaluation and monitoring, stewardship of the health system and drug cost negotiation. • Enhancement to update data feeds, upgrade technology, and improve security monitoring. • To establish the foundation to support broader data initiatives including the Strategy for Patient Oriented Research (SPOR) and the BC Centre for Data Innovation	• Security and data processes to support cross health sector data sharing and the SPOR initiative, establishing the methods by which cross government data sharing could be developed based on the health experience. Measurable increases in: • public confidence in the health care system by protecting privacy • use of evidence to effect program and policy decision making • access to high-quality data in a timely manner to support health research and evaluation Measurable decreases in: • health care costs demonstrated by evidence and new data

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Project Name: Surgical eBooking

Project Description:	Project Outcome and Strategic Alignment:
• To provide the support BC's health care system requires for safe, cost-effective, equitable and appropriate co-management of surgical services • The project will improve the co-management of surgical schedules and wait-times, automate information exchanges to enhance operational efficiency, and provide access to comprehensive, accurate, up-to-date, timely, start-to-finish wait time data	Measureable increases in: • health outcomes • patient and health service provider experience of care Measurable decreases in: • costs to provide health care Strategic Alignment: • Service Plan Goal 3 - British Columbians have access to high-quality hospital services when needed • Service Plan Goal 4 - Improved innovation, productivity and efficiency in delivery of health services
Total Capital Request: • Tbd	**Net annual operating cost/benefit:** • Tbd

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Deputy Ministers' Committee on Transformation and Technology

MEETING AGENDA

Date September 15, 2014
Time 1:00 – 4:30 pm

Conference Dial-in # s 15, s 17
Participant #
Moderator *Bette-Jo Hughes*

Location s 15

Attendees

John Jacobson, Chair, *Technology, Innovation and Citizens' Services*
John Dyble, *Office of the Premier*
Lori Wanamaker, *Justice*
Bette-Jo Hughes, *Technology, Innovation and Citizens' Services*
Derek Sturko, *Agriculture*
Mark Sieben, *Children and Family Development*
Shannon Baskerville, *International Trade*
Elaine McKnight, *Health*
Peter Milburn, *Finance*

Regrets

Grant Main, *Transportation and Infrastructure*, Kim Henderson, *Office of the Premier,* Dave Nikolejsin, *Energy and Mines*

Secretariat

CJ Ritchie, Susan Stanford and Danielle Burton, *Technology, Innovation and Citizens' Services*

Guests

Sabine Feulgen (attending full meeting)

Agenda

Time	Item	Presenter	Additional Guests
1:00	Introduction and welcome	John Jacobson	
1:05	Process Overview – Sector Investment Presentations	Bette-Jo Hughes, Philip Twyford	
1:15	Justice Sector	Lori Wanamaker	Bobbi Sadler, Kevin Jardine
1:30	Advanced Education	Sandra Carroll	Bobbi Plecas
1:45	Finance	Tara Richards	Michael Carpenter
2:00	Economy Sector	Shannon Baskerville, Bruce Klette	
2:30	Transportation	Debbie Fritz	
2:45	Health Sector	Lindsay Kislock	
3:00	Service Sector	Sarf Ahmed, Colin McEwan	
3:15	Natural Resources Sector	Wes Shoemaker	Doug Say
3:30	Social Sector	Mark Sieben, Sheila Taylor	

Time	Item	Presenter	Additional Guests
3:45	• Summary and draft prioritization of requests. • Discussion on investment strategy for geo-spatial • Discussion and decision on DMCTT recommendations for IM/IT Capital Investment.	Lead: Bette-Jo Hughes Discussion: All DMCTT members	
4:30	Adjourn		

Items provided for information:

- Revised draft Terms of Reference for DMCTT

BRITISH COLUMBIA

Ministry of Technology, Innovation and Citizens' Services

Justice Sector Overview

IM/IT Capital Budget 2015/16

Presentation to DMCTT

September 2014

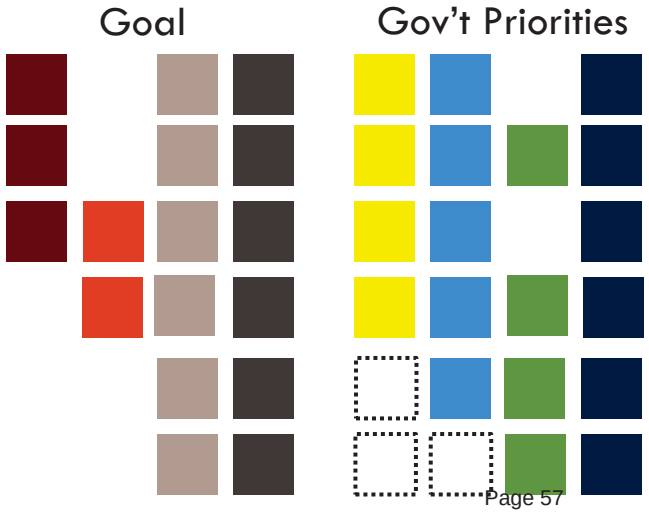
Enabling business transformation: IM/IT Initiatives 2014-15 to 2016-17

Ministry business transformation goals

Government Priorities

Major initiatives that enable Justice and Public Safety Transformation (2014- 2017)

- Tribunal Transformation
- Court Admin Transformation
- Road Safety – notional $
- Emergency Management
- Justice Information Management
- Modernization of Systems



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Court Administration Transformation Suite (CATS)

Shift from manual to **24/7 online self-service** through online and integrated scheduling, e-Filing, and digital services.

Optimize efficiencies by transferring info across all areas of Justice.

Projects will deliver an online scheduling service, electronic filing supporting **paperless courts**.

Multi service channels increase **timely access to Justice**:

- Unsealed transcripts and audio: Shift from limited in-person access to broad online access for multi stakeholders
- Uncontested divorce: Shift from paper filing to convenient online access

Strategic Alignment: ALL

Outcomes:

Decrease non-productive court time and costs through access to all case electronic information.

Increase **real-time info access** to all Justice Sector participants, as appropriate, to enable faster and **informed decisions**.

Provide smooth transition from Alternative to Court processes to court processes, when needed.

Electronic scheduling integration that enhances capacity for effective Crown file ownership on criminal cases, and reduced file churn.

s 12 s 13

BRITISH COLUMBIA | Ministry of Technology, Innovation and Citizens' Services

Emergency Management Initiative (EMI)

Shift from **disaster response to public safety** through ability to use mobile and social media, virtual call centre, and information sharing - internally and externally.

The supporting projects will deliver improved decision support and enable real-time situational awareness to help coordinate emergency response activities.

Provides public with **critical life saving information**.

*(Note: These projects are also pursuing TELUS SIF funding)***

Strategic Alignment: ALL

Outcomes:

Auditor General report and Public Safety

Faster notification to the public

24 hour Emergency Coordination Centre (ECC) will acquire virtual call centre capabilities

Emergency Management staff and volunteers will have information to make informed decisions

s 12 s 13

BRITISH COLUMBIA | Ministry of Technology, Innovation and Citizens' Services

Justice Information Management (JIM)

Shift from paper files, unconnected systems, and privacy risk to **paperless courts** and **shared infrastructure**.

Information management platform to enable reform across Justice.

Accelerate accounts receivables through online payment and integrated client accounts.

Justice Audit Response: Mitigates security, identity, and end of life legacy systems risk.

Sector Access Management project has been approved, which will enable self-service capabilities for participants* in justice services.

Strategic Alignment:

Outcomes:

Increased access to participants* with 24/7 online access.

Increased **security controls**, **timely, and protected access** is defined by role.

Increase **effectiveness of Justice** through decisions maker access to information that informs sentencing and penalties to impact repeat offender behaviour and **increase public safety**.

s 12 s 13

BRITISH COLUMBIA | Ministry of Technology, Innovation and Citizens' Services

Modernization/Legacy Renewal

The technology infrastructure to support justice transformation relies on **critical information sharing** via a myriad of complex connections between several applications.

Many application connections are between partner sectors, notably Health and Social Development.

s 13

Shift to **connected process and document flow** between systems.

Ministry staff and citizens operational improvements through service re-design.

s 13

Strategic Alignment:

Outcomes:

Increased integration and information sharing between justice and public safety business areas

Information is accessible, accurate, complete, and secure to enable evidence based decisions.

Increased citizen access, improved interaction with justice services (self service/online information)

Increased communication channels with Victim Services clients to **ensure public safety**.

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Ministry of Technology, Innovation and Citizens' Services

Natural Resource Sector Overview

IM/IT Capital Budget 2015/16

Presentation to DMCTT

September 2014

Strategic Overview of NRS

The Natural Resource Sector (NRS) is comprised of six ministries considered critical to the economic, environmental and social sustainability and long-term prosperity of the Province of BC.

The NRS is strategically aligned to BC Government priorities such as the Ministers' Mandate Letters, Citizens @ the Centre, Being the Best, and Transformation Plan Corporate Direction.

s 12 s 13

The NRS is preparing a number of other business cases to align with NRPP and the sector for future years.

Additional funding to support approved capital project will be required in light of the recent Supreme Court decision on Williams (Tsilhqot'in) for determining strength of title in authorization areas.

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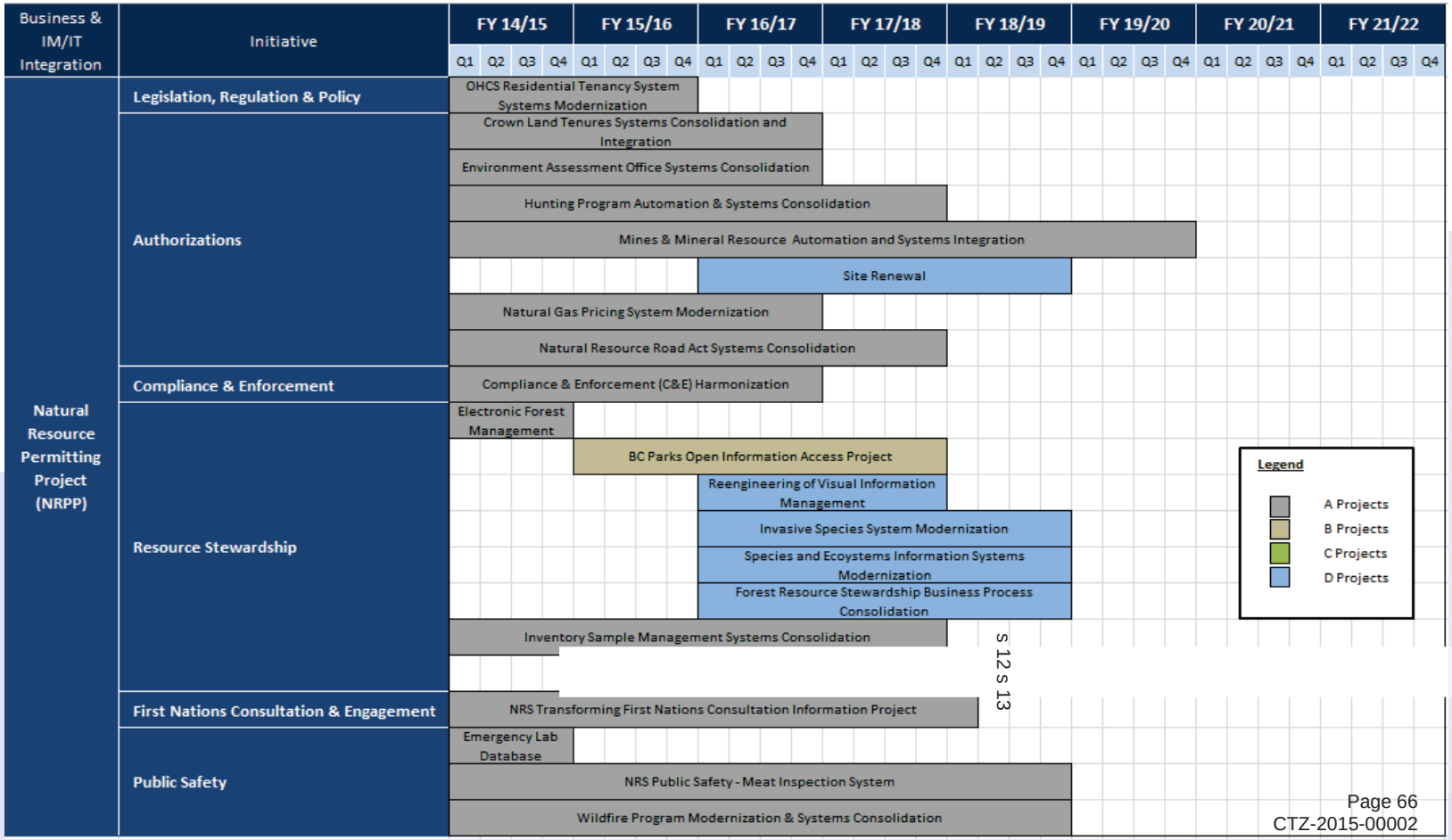
Project Alignment to NRS Initiatives



IM/IT Capital Request for 2015/16

Recommended to DMCTT - Not Yet Funded (Category C)

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Ministry of Technology, Innovation and Citizens' Services

Service Sector Overview

IM/IT Capital Budget 2015/16
Presentation to DMCTT
September 2014

Strategic Overview of Sector

The sector has a multi-faceted and dynamic role focused on achieving the following core goals:

MTICS/GCPE

1. Create conditions for BC businesses to be successful;
2. Make it easier for citizens and businesses to interact with government;
3. Deliver efficient and effective services to the Public Sector.

PSA

1. Provide high quality and innovative workforce solutions that enable the BC Public Service to deliver services expected and needed by British Columbians.

Strategic Overview of Sector

The following Information Management / Information Technology Projects will help achieve these goals.

Project	Sector Goals
Modernizing Information Management – A multi-year initiative to transform records management across government. This transformation includes 3 areas of focus: Technology; Legislation and Policy Renewal; Change Management to support an enabled digital workforce. • First phase includes a Records Management Automation Pilot to reduce risks and costs associated with reviewing and storing redundant/obsolete email. • Future phases will include emerging priority of creating an electronic archive.	• Goal 3: Deliver efficient and effective services to the Public Sector
Business to Government: Platform for Societies – Improve interaction between Societies and government by allowing Societies to register online, reduce manual processing, improve overall turn around times and ease the administrative reporting burden. • This phase will provide improvements and upgrades to the technology platform that will create the foundation that will be leveraged as new services move on line.	• Goal 2: Make it easier for citizens and businesses to interact with government • Goal 3: Deliver efficient and effective services to the Public Sector

Strategic Overview of Sector

The following Information Management / Information Technology Projects will help achieve these goals.

Project	Sector Goals
Procurement Transformation – Multi-year cross government initiative aimed at increasing value for money from government procurement by improving capacity, training , processes , infrastructure and tools. In addition to supporting sector capacity to perform procurement, Phase one is grounded in the replacement of BC Bid with a modern eSourcing solution. This includes the mapping of data sources and architecture required in a future state.	• Goal 2: Make it easier for citizens and businesses to interact with government • Goal 3: Deliver efficient and effective services to the Public Sector

Ministry of Technology, Innovation and Citizens' Services

Project Name: Modernizing Information Management - Records Management Automation Pilot

Project Description:

Modernizing Information Management – A multi-year initiative to transform records management across government. This transformation includes 3 areas of focus: Technology; Legislation and Policy Renewal; Change Management to support an enabled digital workforce.

The first phase of the project is focusing on eRecords to create a:

- Pilot to test feasibility of larger implementation of a records management auto-classification system enabling low effort, automated classification, retention and deletion of Outlook email

Future phase includes creating an electronic archive.

Project Outcome and Strategic Alignment:

- Reduced risks and costs associated with reviewing and storing redundant/obsolete email:
  - Reduce burden of Executive, FOI, legal and program staff in reviewing and providing email responsive to FOI and litigation requests
  - Reduce/contain managed storage costs
  - Improve accessibility of official email

This project aligns with Goal 3:

- Goal 3: Deliver efficient and effective services to the Public Sector

s 12

BRITISH COLUMBIA | Ministry of Technology, Innovation and Citizens' Services

Project Name: B2G: Platform for Societies

Project Description:

Business to Government: Platform for Societies – Improve the business integration with government by allowing Societies to register online, reduce manual processing thereby improving overall turn around times and ease the administrative burden by allowing BC Societies to more easily comply with reporting and support pending legislation.

This phase will provide improvements and upgrades to the technology platform that will create the foundation that will be leveraged as new services move on line.

Project Outcome and Strategic Alignment:

The Society Act will allow Citizens and businesses to easily access government services and information and Improve service delivery by:

- providing the ability for Societies to register online and aligning with the pending legislative changes
- Reduce manual processing for staff thereby improving overall turn around times in Registries
- Ease the administrative burden by allowing BC Societies to more easily comply with reporting

This project aligns with Goals 2 and 3:

- Goal 2: Make it easier for citizens and businesses to interact with government
- Goal 3: Deliver efficient and effective services to the Public Sector

s 12

BRITISH COLUMBIA | Ministry of Technology, Innovation and Citizens' Services

Project Name: Procurement Transformation

Project Description:

Procurement transformation refers to a series of projects that will make it easier for businesses to do business with government, and for public sector buyers to maximize value to citizens through procurement. Procurement transformation will:

- Implement corporate governance to steer project activities
- Replace BC Bid with modern eSourcing technology
- Create a central website of procurement resources and tools
- Implement a small business and outreach program for public sector buyers and private suppliers
- Complete a Lean project on corporate supply arrangements
- Introduce a self-service supplier management tool
- Introduce spend analytics to support procurement planning
- Implement a new approach for welcoming ideas from businesses
- Consider options for an eMarketplace

Phase 1 includes implementation of the first 5 bullets, with initial funding requirements arising from introducing eSourcing technology.

Project Outcome and Strategic Alignment:

Reduce barriers facing small business and make doing business with government easier to:

- Increase participation in government procurement opportunities
- Increase transparency into procurement information
- Decrease commodity and corporate costs
- Increase use of corporate agreements

This project aligns with Goals 2 and 3:

- Goal 2: Make it easier for citizens and businesses to interact with government
- Goal 3: Deliver efficient and effective services to the Public Sector

This also helps meet 12 public recommendations outlined in the Ministry of Jobs, Tourism and Skills Training recently released "Doing Business with Government" report.

s 12

Request of DMCTT

Approval from DMCTT to support the following 3 strategic projects led by MTICS, subject to funding:

- Modernizing Information Management – Records Management Automation Pilot
- B2G – Platform for Societies
- Procurement Transformation - eSourcing

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Ministry of Technology, Innovation and Citizens' Services

Social Sector Overview

Ministries of Children and Family Development and Social Development and Social Innovation

IM/IT Capital Budget 2015/16

Presentation to DMCTT

September 2014

Strategic Overview of Sector

Priorities	Initiative

CFD
• Government's commitments
• Minister's mandate letter
	• Early Years
	  • Child Care Registry
	  • ECE Registry
	• Domestic Violence Portal
	• Child & Youth Mental Health 10-Year Plan
	• Digital Services Strategy
	• Betterments

SDSI
• Minister's mandate letter
• Core Review Direction
• CLBC 12 Point Plan implementation
• BC to be the most progressive Jurisdiction for people living with disabilities
	• Service Delivery Transformation : Virtual Services
	• Betterments:
	  • Disability Assistance Policy Reform
	  • Accessibility 2024
	  • CLBC Onboarding
	• Legacy Modernization (Sector)

BRITISH COLUMBIA | Ministry of Technology, Innovation and Citizens' Services

Project Name: Digital Service Strategy – MCFD

Project Description:

Leveraging the work already undertaken by SDSI, this project enables integration between ICM and government Contact Centre technology in 2015/16 and creation of an online portal in 2016/17.

Project Outcome and Strategic Alignment:

- Improved and more timely service by automating call routing, file access, service information, and client reporting.
- Positions the sector for enhanced/integrated contact centres and digital self-serve with the ability for expansion to other services in the future.

s 12

Project Name: Child & Youth Mental Health - MCFD

Project Description:

Enhance CARIS through addition of Health of the Nations Outcome Scale, session outcome and rating scales, and access for Aboriginal contractors.

Project Outcome and Strategic Alignment:

- Efficient assessment of child and youth mental health and provision of needed services
- Capture of client outcomes for evaluation and performance improvement.

s 12

Project Name: Public Portal for Domestic Violence - MCFD

Project Description:

Online presence that provides a portal to multiple services from multiple ministries, viewed in a private non-traceable manner, thus better responding to the needs of clients who may be in a state of distress.

Project Outcome and Strategic Alignment:

Provide, on any device, private access to information on:

- domestic violence safety, prevention and intervention services.
- supports at a community level using digital map with postal code/address search/service finder/translator features.

s 12

Project Name: Early Childhood Education Registry - MCFD

Project Description:

The Early Childhood Educator Registry (ECER) is a data base system that is used to License and track Early Childhood Educators and Assistants in British Columbia.

The current system is antiquated and unstable.

Project Outcome and Strategic Alignment:
Relates to the Early Years Strategy and the child care registry already approved for capital.

Supports accessible government:

- a stable database of qualified service providers
- a new system architecture allowing for public validation of current certification status of early childhood educators.

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BRITISH COLUMBIA | Ministry of Technology, Innovation and Citizens' Services

Project Name: Virtual Services Delivery - SDSI

Project Description:

A component of the SDSI Service Delivery transformation, this project builds on the completed SDSI Contact Centre technology implementation and leverages the existing Client Portal that enables clients to do some functions remotely. This project will deliver expanded online self service functions such as integrating with the BC Service Cards, increased client messaging capability, the uploading of income documents, and submitting additional forms online.

Project Outcome and Strategic Alignment:

- Improved and more timely service delivery for clients
- Clients can access services at a time and place of their choosing
- Reduced need for clients to travel to the Income Assistance office

Aligns with goals set out by the Premier to improve services and supports to people living with disabilities

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BRITISH COLUMBIA | Ministry of Technology, Innovation and Citizens' Services

Project Name: Betterments – Sector

Project Description:

IM/IT systems enhancements to existing IM/IT applications, such as:

- Disability Assistance Policy Reform (SDSI)
- Accessibility 2024 (SDSI)
- CLBC onboarding assessment (SDSI)
- CFCSA (CFD)
- Minor releases

Project Outcome and Strategic Alignment:

- Improved services and better outcomes for clients
- Align with government's commitments and priorities

s 12

Project Name: LEGACY MODERNIZATION – Sector

Project Description:

Develop a strategy and a roadmap for the sector which will include opportunities to modernize legacy applications, such as MIS and associated financial applications (ie RAP – contract application for MCFD)

Project Outcome and Strategic Alignment:

- Increase flexibility in implementing new policy
- Reduce complexity and retire obsolete technology
- Aligns with OCIO project for application rationalization
- Reduces risk of shrinking pool of legacy technical resources

s 12

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BRITISH COLUMBIA
Ministry of Transportation and Infrastructure

Transportation Sector Overview

IM/IT Capital Budget 2015/16

Presentation to DMCTT

September 2014

Pages 93 through 96 redacted for the following reasons:
- -
s 12
s 12 s 13

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