The Information Management Branch (IMB) strives to provide effective and consistent Information Management and Information Technology (IM/IT) services to the Natural Resource Sector (NRS) to support its ministries in achieving their mandates. Using a combination of highly trained professional staff, contracted suppliers and specialised vendors, IMB provides a complete range of IM/IT services to all NRS business areas.

Core services include:

- ➢ **Executive support**
- ➢ **Systems Planning**
- ➢ **Information Security**
- ➢ **Telecommunications services**

- ➢ **Business Service Desk**
- ➢ **Application development support**
- ➢ **Web Infrastructure support**
- ➢ **Database Management**

We provide a complete range of IM/IT services including:

- Client and business application support
- Line of Business application support
- Technology services and equipment ordering
- Updating internal and external telephone directories
- Managing the infrastructure for hosting and delivering NRS applications and GIS software
- Managing the design, standards and direction for data, application and technical architectures
- Providing project management, strategic planning and information security
- Providing telecommunications, including telephones, cell-phones, satellite phones, satellite data networks and radios
- Managing the audio and video conferencing technologies

What makes IMB unique?

- Our staff respond to outages 24 hours a day, seven days a week
- We are one of the larger IM/IT organizations in government and likely the most complex
- Over 500 business applications in the sector, which operate on 20% per cent of government servers
- Manage more than 50,000 assets in the province
- Our managed assets are distributed in all NRS staffed facilities, as well as remote locations such as radio towers
- Our radio network spans the province and is one of the largest in North America

BRITISH COLUMBIA
BC Public Service

Where ideas work

Corporate Services for the Natural Resource Sector (CSNR)
Providing leadership and delivering quality corporate services to enable the Natural Resource Sector to achieve its goals

INFORMATION MANAGEMENT BRANCH

Our Purpose: To directly support the Natural Resource Sector on a daily basis by delivering a range of corporate services to help clients achieve their business goals.

Our Vision Statement: Trusted partners sharing in our sector's success.

INFORMATION MANAGEMENT BRANCH CONTACT LIST as of March 15, 2012

EXECUTIVE LEAD		
Neilane Mayhew	Assistant Deputy Minister and EFO	250 356-8794
Zen Leville	Executive Administrative Assistant	250 356-8794
EXECUTIVE DIRECTOR		
Doug Say	Chief Information Officer	250 356-5216

SERVICE	POINT OF CONTACT	MAILBOX AND TELEPHONE	DETAILS	ESCALATION
Executive Support	Technology Services	250 387-6358	VIP technology requests	Dave Rejminiak
Information Technology Accounts, Assets and Line of Business Application support	Business Service Desk	s.17	iStore ordering, including: • Generic mailboxes and resource calendars • Distribution lists • Email account and IDIR account • MVS and VM accounts • Shared files and printers • Workstation hardware, software and accessories • Telephones, Cell phones and radios	Mike Kelley 250 953-4560
Information Security	Ministry Information Security Officer	s.17	Information incidents including loss or compromise involving information privacy, computers and data	Louise Anstey 250 952-0944

Client Business Solutions services: Client Relations - Application Development Support - IM/IT Business Planning - General IM/IT Enquiries

CURRENT POINT OF CONTACT	ESCALATION	CURRENT POINT OF CONTACT	ESCALATION
ABORIGINAL RELATIONS AND RECONCILIATION		ENERGY AND MINES	
s.17	Terry Gunning 250 387-9975	s.17	Denise Rossander 250 387-9648
AGRICULTURE		ENVIRONMENT	
s.17		s.17	
FOREST, LANDS AND NATURAL RESOURCES			
h s.17	Terry Gunning OR Denise Rossander		

Deliveries

IMB Deliveries is primarily focused on the Release and Deployment Management Process [1, 2, 3], Application Incident Management Process [4], and subset of Quality Assurance Process [5, 6]. Two main tasks are to facilitate Deposits (the movement of managed application objects into Ministry infrastructure) and Deployments (the movement of managed application objects into operational environments; DLVR, TEST, TRAIN and PROD).

The scope of managed application objects includes but is not limited to; applications developed specifically for CSNR client (the Ministries), and third party software (COTS, MOTS) when deployed for specific applications. Deliveries does not manage software for provision of shared services, such as Oracle, but may provide code repository services to those CSNR Administrators that do so.

The CSNR Deliveries Team is responsible for providing quality assurance of managed application objects, including but not limited to identifying prospective schema changes to DBAs and prospective Middle-Tier managed object changes to Middle Tier Administrators. Deliveries provides version control services for application source repository management and Delivery, Test, Train and Production operational environment application configuration management.

Area of Responsibility	High Level Tasks	Details
Quality Assurance	Supporting standards and conformance to standards	Supports Delivery standards and application design and development standards. If requested by organizational components of CSNR, will perform QA to support conformance to that component's standards. Currently provided services are: • Supports conformance to Middle-Tier and specific technology (such as Java, Forms, Reports, etc.) standards. • Support conformance to Data Administration and Data Modeling standards. Support conformance to Base mapping standards. • Support conformance to SDE and GTS standards. • Support conformance to Technical Architecture standards. Responsible for scheduling service and communication service for management of QA tasks and information.

Area of Responsibility	High Level Tasks	Details
Application Source Repository		Provides technical expertise and guidance to Clients to aid in problem resolution and to facilitate standards conformance.
	Provision of File based and Subversion based Repositories.	The repositories support version control operations, the supply of application objects to vendors, the provision of application versions to operational environments and also impact analysis.
		Establishes and publishes standards and procedures for the use of application source repositories, describing content and use.
		Provides credentials for repository write access to Application Administrator delegated individuals.
Version Control in Delivery environments	Provides a staging area for compilation of deployable objects	
	Provide appropriate access to delivery environment	Provides credentials to accredited individuals to enable delivery deployment by Application Administrator delegated individuals.
	Scheduling function and integrated communication	Assists with Delivery deployment by dispatching required administrative level deployment tasks to Administrators within the two Ministries.
		Provides a scheduling function and integrated communication service for management of Delivery tasks and information.
	Standards, procedures and workflow definition	Establishes and publishes standards, procedures and workflow definition pertaining to version control in Delivery environments.
	Configuration Management	Examples of configuration points are: FTP, Web sites, Reports, Forms, etc.
	Application Retirement	Including coordination with DBAs performing dataset retirement.
Version Control in non-Delivery environments (TEST, TRAIN and PROD)	Perform deployments to non-Delivery environments.	Stage application code and/or application changes, configure, compile and deploy application components.

Area of Responsibility	High Level Tasks		Details
Deliveries Management Services	Maintains appropriate access to test, train and production environment		Dispatch required administrative level deployment tasks to other CSNR Administrators.
			Maintains secure credentials to enable deployment by Deliveries.
	Scheduling function and integrated communication		Provides a scheduling function and integrated communication service for management of deployment tasks and information.
	Standards, procedures and workflow definition		Establishes and publishes standards, procedures and workflow definition pertaining to version control in non-Delivery environments.
	Configuration Management		Examples of configuration points are: FTP, Web sites, Reports, Forms, etc.
	Application Retirement		Including coordination with DBAs performing dataset retirement.
	Productivity reports		Provides annual statistics on the number of QA, Delivery, Test, Train and Production operations and the estimated usage of human resources.
	Planning		Responsible for forward planning and coordination of tasks and resources required to effect technological and business change within and for Deliveries.
	Process Improvement		
	Consultation to CSNR regarding interactions with Deliveries required resourcing, process, standards, etc.		
Application Credential Management	Application Access Management		Each application has its own credential stored in Credential Management System (KeePass). Application's credential is used to deposit code and deploy application to delivery environment. SSBC creates the account for the application on delivery environment based on a request from Delivery's Specialist.

Area of Responsibility	High Level Tasks	Details
	Host Account Management	(Delivery/Middle tier positional account) Delivery team requests account (subset of administrative privilege) from SSBC to manage Delivery tasks.
	Audit Security	Update and maintain application's credential (Application Service account).
	Provides Security Database Service	These databases provide for secure credential storage and retrieval and are accessible only to a limited number of CSNR Administrators.
Application Related Operations	Schedule Jobs	
	Lights Out Operations	
	Seasonal Jobs	
	Triage and Issue Resolution	
Application Management Contract Administration	Set Standards and Procedures for Version Management	
	Perform quality assurance and audits to ensure compliance	
	Liason, direct and communicate with AM Vendors to instruct, direct and facilitate change and operations.	
Management of Application required file services	File service planning	
	Capacity planning and capacity management	

ITIL Definitions:

1. Release: A collection of hardware, software, documentation, processes or other components required to implement one or more approved changes to IT services.

2. Deployment: The activity responsible for movement of new or changed hardware, software, documentation, process, etc. to the Live Environment. Deployment is part of the Release and Deployment Management Process.

3. Release Management: The process responsible for planning, scheduling and controlling the movement of releases to Test and Live Environments. The primary objective of Release Management is to ensure that the integrity of the Live Environment is protected and that the correct components are released. Release Management is part of the Release and Deployment Management Process.

4. Incident Management: The process responsible for managing the lifecycle of all incidents. The primary objective of Incident Management is to return the IT services to users as quickly as possible.

5. Quality: The ability of product, service, or process to provide the intended value. For example, a hardware component can be considered to be of high quality if it performs as expected and delivers the required reliability. Process quality also requires an ability to monitor effectiveness and efficiency, and to improve them if necessary.

6. Quality Assurance: The process responsible for ensuring that the quality of a product, service or process will provide its intended Value.

Application, Data and Technology Services – Architecture Section

The Architecture Group oversees the design of information systems, ensuring that the components fit together properly. Key areas include Application Architecture, Data Architecture, and Technology Architecture. The architects work together to ensure that any particular design matches the business requirements of that system under consideration, and fits within broader BC Government Standards.   The group also consults with staff, clients and stakeholders to keep Sector architecture standards current and relevant within the context of emerging technology innovations and new government strategies.

Data Architecture and Data Management

Service	Service Statements	High Level Tasks
Data Architecture Leadership	Design, develop, and manage the natural resource sector's data architecture to assist business areas in meeting their information management responsibilities	- Provide leadership, policies, practices and education for data governance, data custodianship and information management across the sector - Plan and define the purposes and overall design of the sector's corporate data resources - Develop/enhance sector-wide standards for data management - Lead the sector Data Standards Managers as a data governance group in communicating and understanding their data management role - Provide education to encourage improved sharing and use of sector business data - Specialized operational data management support for Registry and warehouse systems - Provide leadership for building a data quality infrastructure to encourage improved data quality across the sector - Determine sector adoption of new trends in data management
Corporate Data Design	Lead NRS in developing the blueprint for corporate data design, data integration and data management	- Define and maintain the sector's corporate data model - Lead, influence, define and document integration opportunities for various sector data holdings - Validate or create project and sector-wide corporate spatial, attribute and warehouse data models ensuring good data design and integration with NRS corporate data holdings - Provide cross-sector data analyses for change impacts and data improvements - Provide metadata services for complete understanding of sector data holdings
Cross Sector Data Leadership	Guide sector-wide data architecture, ensuring alignment to cross-government architectures and standards	- Lead the sector in alignment with government-wide standards and guidelines for data management - Provide leadership throughout NRS for spatial and attribute data availability and publication in the BC Geographic Data Warehouse, Integrated Land and Resource Registry and Open Data publication via Data BC - Provide leadership for government-wide data management standards and initiatives through membership on the OCIO Data Architects Advisory Council and Architecture Standards Review Board

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Technical Architecture

Service	High Level Tasks	Details
Technical Architecture	• Defines overall architectures used to develop, implement and maintain applications for the sector, including reporting, security, business intelligence, spatial data, frameworks and common components. • Provides expertise and quality assurance for systems initiatives, including procurements and evaluations • Identifies the appropriate technologies, tools and techniques for systems projects. • Identifies requirements for large scale changes to groups of sector systems, frameworks, etc. • Provide assessment of enterprise alignment, impact of cross-government standards on the sector, and technical options • Represents the sector in the development of cross-government standards • Evaluates and prototypes technologies and architectures	• Document current architectures and plans for changes to the architecture, • Define a sector process for change to technical architectures/ directions • Standards documentation related to architectures, application systems, application diagrams and sector technologies for staff and developers • Technical assessments of new systems • Whitepapers, briefing notes and other communications for management and staff • Represents the sector on the Architecture Standards Review Board • Staff training on new or emerging technologies • Technology prototypes

Application Architecture

Service	High Level Tasks	Details
Application Architecture	• Defines overall software architecture used to develop and maintain applications for the sector, including requirements related to reporting, security, business intelligence, spatial data, frameworks and common components. • Provides expertise and quality assurance for systems initiatives, including procurements and evaluations • Provides quality assurance as required on systems development deliverables as defined in the SDLC • Represents the sector in the development of government wide Application Architecture standards	• Standards for Analysis, Design, and Development of Applications • Technical Evaluations and Briefing Notes on emerging application architecture innovations or new government strategies, assessing impact on sector application architecture • Educational and Training Sessions to staff on architecture, tools, techniques and supported concepts • Library of standard application software components • Sits on Architecture Standards Review Board • Defines application architectures related to common components, reporting frameworks and business intelligence.
Custom (ad-hoc) reporting services	• Provide custom reports to business areas	• Work with business areas to determine report requirements • Document and produce reports as required • Identify common reporting requirements • Specifies the resourcing requirements for report development, production, & delivery.
WebADE Application Administration role	• Involves interested parties in the development of the WebADE • Educates interested parties on the purpose, function, & details of the ADE as required.	• Liaises with management & business areas to determine WebADE requirements • Communicate with the community of WebADE users on changes to the WebADE

Business Service Desk Service Descriptions

The Business Service Desk (BSD) provides Tier 1 and Tier 2 business application support (where required) to NRS staff and the public. The BSD is also the single point of contact for NRS staff to order information technology and telephony services, and manages the FrontCounter BC Call Centre service.

Area of responsibility	High level tasks	Details
Ordering Services		
Telephony services	Process iStore orders for Installations, Moves, Adds and Cancellations	• Landlines (e.g. new phones and lines, voice mail, password reset) • Blackberrys (e.g. new accounts, new phones, returned phones) • Cell phones (e.g. new accounts, new phones, returned phones) • Satellite phones • Hold and redeploy surplus inventory
IT services	Process iStore orders for Installations, Moves, Adds and Cancellations	• New employee setup (e.g. IDIR, email) • Workstations (e.g. desktop, laptop, returned workstations) • Workstation software and licenses (e.g. Adobe, MS Project) • Workstation additional hardware (e.g. monitors) • Workstation inventory—update inventory as required; hold and redeploy surplus inventory • Software license inventory—update inventory as required; hold and redeploy surplus licenses, excluding Corporate Service Asset Management (CSAM) • Network access
Government directory updates	Implement updates	• Updates to dir.gov.bc.ca as required, automatically including those resulting from GAL update requests • Updates to government blue pages in
Global Address List (GAL)	Implement updates	• Entry updates • Create / cancel distribution lists • Educate staff on self-serve options
Employee moves	Staff moving within and out of the NRS; includes new and retiring staff	Submit all related iStore orders s.13
Office moves	Assisting Facilities staff	
Emergencies and missed SSBC service level escalations	Escalate to Service Manager for call to SSBC	• Pre-screen for emergencies / escalations as defined by SSBC and NRS Service Manager

Area of responsibility	High level tasks	Details
Support		
Line of Business application support	Take calls from staff and public for 400+ applications	
Radio	Handle Tier 1 calls	• Tier 1 and Tier 2 support as required (see definitions below) • Create ticket for new radio requests, radios not working • Reroute Tier 2 and 3 calls to Communication Services Section
All notifications and escalations required (SSBC, SBD and client-initiated, other)	Communicating systems and other key messages to/from NRS staff, Service Manager , SSBC, others as required	s.13
Service Delivery		
Business Service Desk Intranet site for NRS staff	Establish and maintain one-stop location for ordering / cancelling services, funding information, lead time information and feedback	• Ensuring and implementing streamlined ordering interface • Maintaining information • Implementing feedback
"No wrong door" service for IMB inquiries	Act as one of four entry points to IMB (others are CIO, BPMs, and Security)	• Reroute calls / emails as required and ensuring forwarding / rerouting is successful • Includes calls / emails both intended and not intended for the Business Service Desk • Manage Business Service Desk telephone tree
FrontCounter BC Call Centre *(until March 31, 2012)*	Manage call centre resources and taking calls from public	• Schedule resources from across BC • Manage two full-time resources • Report on incoming calls monthly
Administration		
Incident Tracking Software	Manage Incident Monitor software	• Provide Application Administration role • Assign roles/responsibilities • Licensing • Online ordering forms
Business Service Desk reporting	Provide regular and ad hoc reporting for iStore and other Service Desk services	• Costs • Volumes • FrontCounter Call Centre • Performance measures

Area of responsibility	High level tasks	Details
Rerouting requests and issues		
SSBC responsibilities	Reroute appropriate requests to 7-7000	Includes • DTS/VPN • Hardware issues • Help with standard applications • IDIR password resets • Landline not working • Problems with the emails on Blackberry
Non-standard operating systems and hardware	Reroute requests to Technical Services Section	• Non-Windows 7 • Hardware and all other issues not supported by SSBC
Printing hardware	Reroute requests to Technical Services Section	• Multifunction devices and copiers • Plotters • Printers • Fax machines
VIPs	Reroute requests to Technical Services Section	• Reassign any order made through online ordering
Direct Fire	Reroute requests to appropriate section as required, except phones	• Radio to Communications Services • Workstations to Technical Services
Videoconferencing, Roundtable devices, Smart boards, Live Meeting	Reroute requests to Communication Services Section	• Have option on telephone tree for callers to select • Reassign any order made through an online ordering
Web services	Reroute requests to Infrastructure Services Section	Any call related to: • Intranet sites • Internet sites • FTP sites • SharePoint sites
Non-SSBC approved software requests	Reroute appropriate requests to Technical Services Section	• Requests to be routed to Service Manager for decision
Server requests	Reroute requests to Infrastructure Services Section	• Any call related to a server
Tracking forwarded issues	Ensuring forwarded tickets are closed (when possible)	• Any ticket forwarded within IMB that uses Incident Monitor

Helpdesk Tier 1, 2, and 3 Definitions

Tier 1: Basic support for a systems problem, including answering phone and email, logging the problem, and ensuring all required details of the problem/client are documented. Very basic analysis and resolution of simple, straight forward problems using canned procedures (scripts) or knowledge management tools.

Responsibility: IIMB Service Desk

Tier 2: A more in-depth technical support level than Tier 1. Staff are more experienced and more knowledgeable on a particular application or service. Staff in this realm of knowledge are responsible for assisting Tier 1 personnel to solve basic technical problems and for investigating elevated issues by confirming the validity of the problem and seeking known solutions/workarounds related to these more complex issues. If a problem is new or the Tier 2 staff cannot determine a solution, they are responsible for raising this issue to the Tier 3 technical support group.

Responsibility: IMB Service Desk , other IMB staff, vendors as required

Tier 3: The highest level of support in a three-tiered technical support model responsible for handling the most difficult or advanced problems. Staff who provide Tier 3 support are generally considered experts that do high level troubleshooting and analysis. These individuals are experts in their fields and are not only responsible for assisting both Tier 1 and Tier 2 personnel, but for research and development of solutions to new or unknown issues. If it is determined that a problem can be solved, this group is responsible for designing and developing one or more courses of action, evaluating each of these courses in a test case environment, and implementing the best solution to the problem.

Responsibility: Other IMB Staff or Vendor

DRAFT

Contact:
Mike Kelley
Director | Business Service De
Phone: (250) 387-5277 | Cell:
Corporate Services for the Na   ment Branch

s.17

Database Administration

The CSNR DBAs provide database administration services for all applications within the resource sector. DBAs also provide consultation on application development projects, as well as creation, modification and maintenance of database objects. DBAs provide administration for ArcSDE.

Area of Responsibility	High Level Tasks	Details
Database	Database server management in collaboration with the Infrastructure group	Server replacement and/or migration
		Storage monitoring and management
		Backup and recovery
		Server monitoring, processing and storage
		Manage server based scheduled jobs
		Oracle database software licensing
	Database administration	Database software management - installation, upgrades and patches
		Creation, copy and refresh of databases
		Database parameter configuration
		Data extraction, loading, replication and analysis
		Manage database scheduled jobs
		Database monitoring - ensure availability and accessibility of databases
		System performance tuning
		Database backup and recovery
		Database disaster recovery plan
		Trouble shooting
	Consultation on application development	Logical data models review and physical data model design
		Participation in other technical/planning sessions
		Impact analysis
		Review application capacity plan for database storage and CPU usage
		Review application deliverables
		SQL tuning

Area of Responsibility	High Level Tasks	Details
	Security	Database userid management and password reset (direct connect users, app custodians)
		Application access and dynamic SQL access
		Annual database userid and dynamic access review
	ArcSDE administration	Software management - installation, upgrades and patches
		Layer management with the exception of defining the layers
		Day to day management including compress and recovery
	Application delivery	Review application deliverables
		Participation in change management process
		Build, modify and drop database tables
		Data conversion
		Create, replace and drop other database objects
		Management of infrastructure data related to the applications
		Management of proxy userids and application access

Geographic Terminal Server & ELA Support

The GTS & ELA Support group provides GIS infrastructure and software support to clients in 15 different ministries and govt. agencies. The group is also the distribution hub for the ESRI License Agreement, providing media and licenses to ELA members.

Area of Responsibility	High Level Tasks	Details
GTS Operations	Manage ArcGIS and supporting application software	Install and maintain supported versions of ESRI and FME software on 30+ terminal servers.
		Manage the ArcInfo application on Regional Unix servers.
		Install client GIS software that is approved for the GTS environment by the GTS Operational committee.
	Manage software licenses	Manage central pools of licenses for ESRI (ArcGIS), Safe (FME desktop) and Bentley (MicroStation, Interplot) products.
		Manage ArcGIS Desktop license servers and FME license manager.
		Coordinate payment of invoices for annual maintenance of ESRI, Bentley, Safe and Ezilink products.
	Server management in collaboration with the Infrastructure group.	Capacity planning.
		Manage file servers and disk space for GTS clients.
		Manage terminal servers as required to maintain service levels.
	Manage specialized terminal server environments that support client GIS applications.	Manage the Mineral Tenures Online (née MIDA) support terminal server which provides ArcGIS and Bentley application software to the NRS Decision Support group, FLNRO.
		Manage 2 terminal servers which provide ArcGIS application software for the HRIA (Heritage Resource Impact Assessment) custom application used by Archaeology Branch, FLNRO and Heritage Branch, JTI.
		Manage the Microstation Terminal Server which provides ArcGIS and Bentley application software to CSNR clients.
		Manage the Cengea Forest (née Genus) terminal server for the BC Timber Sales group.
		Manage the ISDUT (Integrated Spatial Data Update Tool) terminal server for the NRS Decision Support group,

Area of Responsibility	High Level Tasks	Details
		FLNRO, and others.
	GIS Software support	Provide Tier 2 and 3 service desk support for ArcGIS Desktop products.
	Committees and Client Communications	Chair the GTS Operational Committee.
		Maintain the GTS Users' Forum Sharepoint site.
		Member of Geomatics Community Sharepoint Continuous Improvement Working Group - regular conference calls.
		Member of Large Format Plotter Research/Selection & Test Plan Committee - regular meetings.
Enterprise License Agreement (ELA) Support	Distribution of software and credits.	Distribute and track ELA (ESRI) licenses used by the ELA signatory agencies.
		Coordinate the distribution of credits under the Enterprise Advantage Program (EAP), and the distribution of tickets for the ESRI Regional and International Conferences.
	ESRI Support Call Review Group	Attend regular conference calls with ESRI to review support calls.
GIS Cost Recoveries		Manage the ESRI Tool application that captures statistics on the use of ESRI/FME licenses.
	Maintain cost model for annual recoveries	Compile statistics for annual cost recovery of shared licensed products ArcGIS Desktop, FME and Microstation.
		Communicate recoveries with clients and track payments.

Shared Services BC (SSBC) Liaison Services

The Shared Services BC Liaison function provides the interface between the Natural Resource Sector and the IT component of SSBC. This involves the management of acquiring, tracking, stopping, financial analysis, forecasting, reporting, and cross-government co-ordination of SSBC products and services. This includes re-organisation activities and the escalation of problems and issues for the entire resource sector.

Area of Responsibility	High Level Tasks	Details
Shared Services BC IT Portfolio Management	Asset management	Establish policies and procedures
		Analysis and approval of requests and orders of complicated or unusual goods or services
		Review plans for impact on IT services and assets (clarify)
	Financial analysis and reporting	Report on IT services and costs
		Identify, develop, and recommend cost-saving measures
		Review and advise SSBC of billing issues
		Forecast expenditures
	Maintain and support Shared Services BC IT financial system	Implement and maintain reporting TCA account structure
		Oversee financial system access permissions
	Lead for re-organisation IT activities	Co-ordinate movement of IT services and assets resulting from re-organisations
Shared Services BC IT Service Management	Point of contact and interface between SSBC and sector regarding IT services	Break-fix quote approver
		Change management
		Information conduit; referrals
		Consult with SSBC on product succession
		Consult to SSBC on product succession
	Account review	Review performance reports
		Meet with SSBC to review and improve performance, identify service needs
Shared Services BC IT Issue Management	Escalation and resolution of issues	Point of contact and interface between SSBC and ministries regarding IT service and ordering issues
	Cross-government coordination	Service Managers Forum
		iStore consultation to sector and SSBC
		Government re-organisation working group

Technology Services

The Technology Services group supports complex Hardware configurations, assists others with the Management of workstation software and hardware, for the Natural Resource Sector. The group offers enhanced desk side support to Executive staff. As part of the IMB Wildfire management support matrix, Technology Services staff offer enhanced hardware, software, desk side, and ID management support to Wildfire Management operations. Tech services staff positions reside in Smithers, Kamloops, Castlegar, Prince George, Victoria, Nanaimo, and Nelson. See table below for details.

Area of Responsibility	High Level Tasks	Details
Complex Hardware configurations	Non Standard Operating System (NSOS) Workstation support.	Responsible for the complete support of image deployed on NSOS workstations.
	Support for all other workstation issues not supported by SSBC	Provides a commercially reasonable effort to help clients with any issue related to a workstation issue that is not supported by anyone else (vendor, SSBC, etc.)
Executive member support	Support where SSBC VIP service falls short.	During business hours, 1 hour response when contacted by phone at s.17 2 hour response when contacted by Email at s.17
Software Technical support	Support the IMB license Manager (does not exist today)	Testing, troubleshooting, and deployment of LOB software. Movement of Surplus software packaged licenses within the Resource sector.
Hardware Technical support	Supports the IMB Hardware Manager	Assists with the Management of the Sectors hardware through onsite inventory, printer rationalization, plotter rationalization, workstation rationalization.
Wildfire Management enhanced desk side support	Manages IMB support matrix for WMB.	Coordinates key IMB sections necessary to provide Provincial IM/IT and comms support, Regional IM/IT and Comms support, and Provincial Comms support to WMB.
	Expedited Ordering & Cancellation of all workstations & related products and services from SSBC.	Software support, hardware support, accessories, etc. Reviews Monthly Employee Termination Report and confirms that IDIR accounts have been deleted.
	ID management	Expedited IDIR account creation, expedited access to non shared file and print folder/file access, expedited application permission and access.
	Enhanced Deskside support	Provides "as required" enhanced onsite technology services to Fire centers, MZOC's , Zones, and fire camps during fire season.
U3 lead for computer hardware refresh (3 year cycle)	U3 leads for the Natural Resource sector	Plan, test, package, and deploy Hardware and software during workstation refreshes, workstation core image updates
	Testing of Applications for Packaging Process.	Coordinates apps that need to be packaged by SSBC for deployment to workstations are first tested by the MAL/MoE Helpdesk to ensure app works as expected. The client's time is also required for testing.

Voice and Communications Services

Telephony services, Data Network interconnection, and Satellite, Weather Station and Radio Communications support are provided by IIMB to the Natural Resource Sector. These services are provided through integrated client and technical support channels to meet the complex communications needs of the Natural Resources sector. See table below for details.

Note that all services are provided within the context of available resource and budgetary envelopes to the Natural Resource Sector. Services are managed to be aligned with standards managed by the Office of the Chief Information Officer, and based on services provided through Shared Services BC.

Area of Responsibility	High Level Tasks	Details
Telephony Services include: Telephone, Blackberry, Videoconference, and Cellular support	Evaluation of requirements and recommendation of solutions	Evaluation of business phone requirements and recommendation of telephone (landline), cellular, satellite phone or Blackberry solutions.
		This includes requirements and preparation for support of Natural Resource Sector Priority Emergency Management services.
	Facilitate iStore orders	This group is responsible to insure the completeness of iStore orders and if necessary escalate orders to ensure that business requirements are met.
		If necessary this group will order landline communications directly from the service provider (not SSBC) in support of Priority Emergency Management as permitted by special agreement with SSBC.
Data Network support	Evaluation of requirements and recommendation of solutions	This team evaluates the ground network capabilities of SSBC and its partners to provide solution recommendations for cost effective business solutions for the Natural Resource Sector.
		The evaluation includes the interface of Radio and Satellite communications to the Span BC Network as well as the requirements of Priority Emergency Management for all NR Sector emergency events.
	Facilitate iStore orders	This group is responsible to insure the completeness of iStore orders and if necessary escalate orders to ensure that business requirements are met.
		If necessary this group will order data communications directly from the service provider (not SSBC) in support of Priority Emergency Management for all NR Sector emergency events, as permitted by special agreement with SSBC.
Satellite, FireWeather station and Radio Communications support	Evaluation of requirements and recommendation of solutions	This group evaluates business radio, weather station, satellite communication requirements (other than satellite phones — base station only), and recommends solutions for the Natural Resource Sector.
		This includes emergency, and fire camp requirements in support of Priority Emergency Management for all NR Sector emergency events.
	Facilitate iStore orders	This group is responsible to insure the completeness of iStore for radio, satellite and weather station equipment orders and if necessary escalate orders to ensure that business requirements are met and holds the base satellite communications strike contracts for fire camps.
		If necessary this group will order satellite communications directly from the service provider (not SSBC) in support of Priority Emergency Management for all NR Sector emergency events as permitted by special agreement with SSBC.

Radio and Weather base station support	This group provides maintenance support for the resource sector's radio and FireWeather station base stations, repeaters and other electronic radio, weather and satellite equipment and facilities.

Information Security – Service Offerings

Section Charter Statement

The Information Security Team is the lead to provide all IM/IT and information related security services to the Natural Resource Sector in order to:

➢ Enable the business of the sector ministries to be conducted securely.

➢ Protect the availability, integrity, and confidentiality of the sector's information.

➢ Ensure appropriate security is built into all business applications, tools and services, and the infrastructure on which they reside by ensuring standards are followed, mitigation strategies are in place, and recommendations for improvements are achieved.

➢ Protect the sector's IM/IT assets from external and internal threats.

➢ Manage security incidents, supporting remediation and continuous improvement.

Reach us by email at CSNR Security Services   s.17

Services Description

Services	High Level Task	High-level Deliverables/Details
Incident Management	Track all information incidents for the sector	• Record all incidents in tracking spreadsheet, including activity updates and current status. • Report on status of incidents to sector CIO and/or executive. • Advise Sector staff on incident reporting process and responsibilities. • Ensure Sector staff have awareness of and easy access to the information incident management process. • Liase with GCIO on investigations, activities and the current status to information incidents.
	Engage in incident investigations	• Research and analyze the particulars of incidents. • Take steps to remediate and implement recommendations arising from the investigation. • - Prevent future occurrences by communicating improved processes to management and staff.

Services	High Level Task	High-level Deliverables/Details

Policies	Government security policies - communicate to NRS staff	• Ensure compliance with government policies:
		  o Information Security Policy (ISP)
		  o Core Policy and Procedures Manual (CPPM), specifically Ch. 12 IM/IT
		  o Information Incident Management
		  o Working Outside the Workplace
		  o - Standards of Conduct for BC Government Employees

	Sector security policies - coordinate across the Sector	• Identify areas where policies should be developed or revised for the Sector or specific ministries (e.g. Data Transfer Policy). • Communicate policies to Sector staff. • Develop and publish new or revised policies, as necessary. • Represent the Sector's interests and committees as pertains to information security policies
	Compliance assessments of the sector ministries	• Complete mandatory in-depth security compliance reviews for each ministry in the sector (e.g. Security Health Check) • - Maintain awareness of tools, environments, and special needs of each ministry, and ensure all is documented.

Standards	Government standards - communicate to NRS staff	• Administer and ensure compliance with government standards (i.e. IM/IT Standards Manual, Ch. 6) wherever possible, such as:
		  o Information STRA standard
		  o IT Asset Disposal
		• Represent the Sector's interests on cross-government initiatives and committees as pertains to information security standards.

	Guide NRS staff in applying the standards	• As applications and environments are developed, set up STRAs and assist in completing if required. • Evaluate and approve PIAs for security considerations. • - Through membership in Change Management (or its successor), review application, network, or infrastructure change submissions for information security implications, and provide approval.

Services	High Level Task	High-level Deliverables/Details
	Sector standards - coordinate across the Sector	• Identify areas where standards should be developed or revised. • Develop and publish new or revised standards as necessary for the sector. • - Communicate standards to Sector staff.

Processes and Procedures	Develop, publish and communicate clear processes and procedures for the Sector and its staff	• Identify processes/procedures that need improvement or revision or that may not exist.
		• Revise processes and procedures based on new and emerging technologies, security tools, and current threats.
		• Develop new processes and procedures as necessary for the Sector, and publish. Examples:
		  o Oracle Direct Table Access
		  o Granting Access to Industry Clients
		  o External systems access
		  o IT Asset Disposal procedures for ministry offices
		  o Connecting non-gov't devices to the network
		  o Access Removal upon Employment Termination

Access Control	Ensure appropriate access control mechanisms exist for all systems and environments	• Review access control mechanisms in place, or develop new, for all environments such as Java web apps, non-Java web apps, client/server, terminal server, workstation, Oracle, MVS, external systems, SharePoint, Web/FTP, MOSS. • Perform ADAM administration for all instances of ADAM throughout the sector. • Manage a group of authorized systems access approvers across the sector.
	Administer accesses to selected environments	• Manage access to external environments such as BCOnline, ICBC, and Motor Vehicles.
	Initiate reviews of systems access and environments	• Review ADAM application administrators and make changes as necessary. • Engage business areas in regular reviews of delegations and authorizations. • Initiate reviews of the other environments such as Oracle, Citrix, Sharepoint, etc., on a regular basis.
	Investigate and resolve security-related access issues	

Services	High Level Task	High-level Deliverables/Details
Business and Application Security	Ensure business and applications comply with government and sector development standards.	• Maintain an advisory role in the development and implementation of applications and other information systems as pertains to application security standards. • Attend project kickoff meetings to ensure information security is addressed at the beginning and throughout all projects and initiatives. • Plans and develops application security architecture and works with IMB colleagues to incorporate into SDLC.

Server Infrastructure

The Server Infrastructure group of the Information Management Branch (IIMB) manages servers that host the Natural Resource Sector's application servers, database servers, FTP/Web servers, file servers, Citrix servers, and license servers. These include UNIX, Windows, Linux, AIX, physical and virtual environments.

Guiding Principles:

- Consolidated Hardware and Software Infrastructure
- Shared application environments
- Stability of shared environments
- Standardized environments
- Specialized environments where required
- Cost reduction
- Green initiatives

Area of Responsibility	High Level Tasks	Details
Server Infrastructure Management	Change Control	Change Control meetings (IIMB,HPAS,SSBC), maintains agendas and notes reporting to other groups and committees.
		Coordinates OS, storage, and security changes.
		Coordinates projects that change infrastructure.
	Communications	Communicates planned and emergency outages.
		Maintains Sharepoint site for notices and outages.
		Posts notices and outages to Groove
		Posts application bulletins regarding outages and affected apps/users
	Continuity	Responsible for architected redundancy, backups and restores
		Contributes to disaster recovery plan
	Monitoring	Pro-active monitoring of system health (dashboards)
		Reports on capacity of server infrastructure based on E-Health data.
		Provides capacity reporting on demand for specific servers.
		Network traffic monitoring
	Networks	Manages Ministry Network ACLs providing access to server infrastructure.
		Facilitates domain name service changes.
		Manages outside domains (.ca, .org, .com)
		Managing and configuration of load balancers
	Cost Management and Billing Reconciliation	Assists in tracking, reviewing and identifying issues and errors with infrastructure billing, asset management, and ordering.
	Security	Responsible for security topics and issues relating to: SiteMinder, Reverse Proxy, server certificates, LOB system security – admin groups, naming standards for groups, and server administration.
	Planning	Plans for and refreshes aged equipment.
		Retirement, Acquisition and Consolidation Strategies.
		Provides annual Server Infrastructure Management Report with recommended future plan.
		Participates in IMB Whiteboard, provides infrastructure perspective and notes changes to capacity and trends.

Area of Responsibility	High Level Tasks	Details
	Maintain Server Infrastructure Documentation	Provides capacity reports.
		Provides quarterly server infrastructure report.
		Maintains server diagram by deployment areas.
		Maintains server list with warranty expiry.
		Updates IRS server inventory.
		Maintains server spreadsheet which includes server characteristics, SAN and backups.
	Extended Support	Provides for extended support of application, web, and database servers outside of regular business hours for Fire, Flood, and other emergency situations
		Liaises with other government agencies and contracted resources to ensure the availability of infrastructure during Fire, Flood, and other emergency situations
Server Operations	Operational Activities	Prepares and submits technical information for new equipment.
		Prepares and submits technical information for new services.
		Prepares and submits technical information for network related change associated with servers.
		Prepares and submits technical information for SiteMinder and Reverse Proxy changes.
		Coordinates server infrastructure retirement.
		Orders related Infrastructure services (iStore) – network, hardware
Technical/Operational Support	Infrastructure Setup and Configuration	Configures ATS environments.
		Provides specialized environments.

Middle Tier Services

Middle Tier Services is responsible for the installation, configuration and management of Middleware components, the resolution of technical issues and providing advice on related new technologies.

Area of Responsibility	High Level Tasks	Details
Application Server	Monitoring	Monitors the reports server queue health.
		Monitors performance and tunes and optimizes environments.
		Utilizes system tools and custom scripts on both Windows and UNIX servers to ensure that client applications perform well and maintain a high level of availability.
	Server Management in collaboration with Infrastructure Services	Installs, configures and maintains application middleware solutions including Oracle, Apache, Tomcat.
		Configures IIS environments.
		Installs and tests upgrades, patches and bug fixes provided by middleware software vendors.
		Liaises with technical staff at SSBC on application server operational issues, and directs them to implement Ministry requests.
		Administers SSL security certificates on the application servers.
		Maintains the Oracle application server license inventory and liaises with SSBC on cancellations, orders and other licensing requirements.
		Provide Web usage statistics as required
	Application Server Administration	Resolves escalated technical problems through the application of expert technical knowledge, interfacing with other resources (internal or external) as required.
		Plans, designs, develops, implements and maintains middleware components and structures to support public access and government only access to client business information accessible via the web.
		Works with architecture services IM/IT staff to ensure new web-related systems and technology adhere to standard deployment policies and procedures, and operate effectively.
		Participates in technical processes and decision making activities necessary to retire applications and related technologies.
		Administers and manages List Servers
		Responsible for Technology Environment Changes (TEC) Outage postings and updates.
	Security	Implements security policies for applications and servers.
	Quality Assurance	Develops and maintains standards for middleware configuration including the physical design, installation, configuration, backup, security and operational procedures.
		Performs quality assurance reviews on application java source and ensures that contract developers adhere to corporate standards and best practices.
	Consulting	Contributes to strategic plans and setting direction for the Ministry's technology infrastructure by creating application server architecture and researching and evaluating new technology.
		Participates in IMB whiteboards.
		Participates in technical processes and decision making activities necessary to enhance and support corporate applications.
		Develops and/or provides technical expertise to the development of ministry specific technical policies, procedures and standards for use of middleware components and enforcing approved procedures and standards.
		Evaluates new technologies and software releases and make recommendations for the implementation of new features.

Business Portfolio Management

Personnel in this section are the conduit between their Portfolio Clients to the members of the Information Management Branch. They provide project management and business analysis services, interpreting and capturing business requirements which, when appropriate, result in a planned, tested and proven technological solution. Working with client Executive, senior management, and all levels of program areas, they ensure cohesion with GCIO government strategies and standards, and specific ministry directions. Business Portfolio Managers integrate, co-ordinate, and direct IMB technical resources, the vendor community, and work with financial services to provide a full project management spectrum of services within their Portfolio.

A Portfolio is defined as the services provided by one business client or one service provided by multiple business clients. For example: Climate Action Secretariat is one client who provides services to other Public Sectors and the Public and are supported by an assigned team of Business Portfolio Managers. Compliance and Enforcement are services provided by multiple business areas but and is supported by a team of Business Portfolio Managers. There is typically a single Senior Business Portfolio Manager assigned to lead portfolio with other BPM resources assigned as required.

Service	High Level Tasks	Details
IMB Liaison	Conduit between the Information Management Branch, Clients, Vendors, and External Agencies	Business Portfolio Managers are responsible for arranging the services of the other technical and business disciplines of the IMB, as well as other government service agencies and providers.
		Informs vendors, business clients and external agencies of upcoming corporate upgrades/changes/standards that may impact them.
		Participates in the construct of Service Level Agreements with External Agencies.
		Assists clients with requests for purchase through iStore or for requests for access by consultation with the IT Service Desk/Help Desk.
		Promotes the use of collaboration tools and technologies.
		Identifies who and when additional IMB resources need to be brought into discussions.
		Promotes IMB profile to Portfolio clients.
Client Relations	Business Planning	Is the primary IMB resource for their assigned business or service area.
		Coordinates resourcing for initiatives within their portfolio.
		Gathers, retains and shares business knowledge within the IMB for their portfolio.

Service	High Level Tasks	Details
Systems Development and Maintenance	Project Management	Provides Project Management services in the co-ordination and direction of IMB technical resources, clients, the vendor community, and external agencies in order to provide the full spectrum of project management services.
		Provides expertise in the use of the Project Management Methodology.
		Facilitates and documents Joint Application Design sessions.
	Procurements and Contract Management	Co-ordinates the procurement of services via the appropriate tools (ITQ, RFI, RFP, NOI, etc.).
		Requests funding for contracts from the expense authority (IMB and Client).
		Acts as Qualified Receiver and Contract Monitor.
		Ensures contract files are complete.
	Business Analysis	Interprets and facilitates the capture of client business requirements which, when appropriate, result in a planned, tested and proven technological solution.
		Provides expertise in the Systems Development Lifecycle Methodology (SDLC) and manages all aspects of business area applications through the SDLC using the s.17
		Coordinates the Critical Support Change Request process (temporary).
		Has understanding of business area applications they are assigned to support.
		Has awareness of new and emerging technologies.
		Provides IM/IT consultation and advice
		Assists clients with the creation and management of SharePoint sites.
		Provides advice/guidance in respect to Privacy, Security, Policy and Risk Management.
		Establishes and develops corporate standards.
		Provides Brief management through the creation of Decision and Information notes when requested.

Service	High Level Tasks	Details
	System Planning	Drives the development of the ministry 3 and 5 year systems plans ultimately produced by the IMB Strategic Systems Planning Section.
		Works with their clients to create/update annual Information Systems Plans.
		Initiates projects through the creation of Project Initiation Documents. Submits capital project requests to SIP committee for ranking and approval.
		Investigates sector based initiatives to promote the reuse, recycle and reduction of application systems.
Strategic Cross Government IM/IT Coordination	Rationalizing Central government requirements and ministry direction	Ensures cohesion with GCIO government strategies and standards, and specific ministry directions.
	Integration, Efficiencies and Cost Savings	Provides identification of common systems or functions throughout the ministries which could be shared, enabling cost effective solutions.
	Portfolio Management	Provides senior level accountability in respect to IT budget and contract management, oversight on IT initiatives to ensure alignment with divisional and ministry priorities and co-ordination across multi-ministry initiatives.
Branch Strategic Planning	IMB Business Process and Procedures Discovery, Mapping and Improvement	Assists branch members/management in identifying/investigating business practices and processes in order to map and/or suggest improvements in business communications, organization and/or processes.
	Internal Project Support (Chaos Management)	Assists in performing transition tasks as assigned by IMB Executive.
Ministry Strategic IM/IT Planning	Planning Systems Capital Expenditures	Assists clients in participating effectively in the process for Capital Project identification, ranking, selection, recommendation and gating
		Supports production of client Ministry 3 year systems plans Branch systems plans and Project Identification Documents (PIDS) Help our clients to understand the costs associated with project development, implementation and ongoing maintenance (i.e. Total Cost of Ownership)
		Supports scenario analysis on Capital and Operational Budget expenditures (including maintenance and amortization)
	Tracking Systems Capital Expenditures	Works closely with clients to track the progress of each initiative within the plan and revise it as necessary

Service	High Level Tasks	Details
	Strategic Alignment	Provides client assistance and direction in gathering and analysis of data and development of recommendations for business transformation activities and system retirements in order to help ensure information systems activities and investments are continually aligned with ministry strategic direction and priorities
	Central Government information requests	Primary client Liaison in the support of central agency requests.

PMO and Strategic Planning – Service Offerings

Section Charter Statement

✓ Provides leadership to the Natural Resource Sector in strategic IM/IT planning and coordinates sector submissions to central agencies on behalf of the Sector.

✓ Through the information management planning process and effective portfolio management and while working with business portfolio managers (BPMs), assists the Sector in proposing projects (strategic business investments) for selection which align with service plan goals, IM/IT strategic plans and technology opportunities. Track resulting funding allocations and monitor expenditures.

✓ Provides monitoring and reporting, of projects across the Sector, through reviewing status reports, preparing summarized dashboards and escalating issues as appropriate.

✓ Assists the Sector in implementing IM/IT projects in a cost effective manner using continuous, repeatable, and easily sustainable processes, by:

  ✓ Providing mentoring services, expert advice and support in project management methodologies, standards, tools and best practices.

  ✓ Researching, selecting and/or developing project management standards, tools and methodologies in support of the Branch SDLC and in collaboration with established Branch committees.

✓ Provides leadership of cross-ministry and/or IMB committees in the development of Sector strategic plans, ministry plans, and project management coordination.

Services Description for Strategic Planning

Services	High Level Task	High-level Deliverables/Details

IM/IT Strategic Planning	Provide an overall framework for IM/IT Strategic Planning which aligns to central agency, sector and ministry plans	• Planning Framework including:
		  ○ Templates
		  ○ Processes
		  ○ IM/IT Business Plan (IMB Business Plan)
		  ○ Capital IM/IT Plan
		  ○ T&T Plan
		  ○ Submissions at Project, Ministry and Sector level
		• Portfolio based within the Strategic Planning Unit

	Convene priority setting committee(s) for the NR Sector at levels required.	• Act as Secretariat for priority setting committee(s) and develop processes to support them. The committees must be focussed on different organizational areas and membership must be representative of that organizational areas.
	Prepare Sector ministries' divisional plans in collaboration with BPMs	• Sector ministry divisional plans

Services	High Level Task	High-level Deliverables/Details
	Coordinates and contributes to annual or short term planning for the NR Sector and/or ministries in the sector	• Provides templates for short term plans and coordinate development of those plans across the Sector. • Provides overall coordination of annual planning processes for IM/IT capital and non-shared services STOB 63 requirements, and consolidates submissions to create sector IM/IT capital plan and related IMB business plans.
	Contribute to the development of the IM/IT strategic direction and plans for the wider public service.	• Documented submissions to the OCIO and central agencies for all IM/IT capital and T&T planning processes.
	Liaise with OCIO, central agencies and their planners to understand broader plans and priorities.	• An understanding of central IM/IT plans and direction.
	Assists the Sector in participating effectively in the process for identification of Capital Projects, ranking, selection, and recommendation.	• Sector IM/IT Capital Plan and related submissions
	Co-ordinate planning activities and discussions within the NR Sector	• Deliverables may vary according to requirements of the central agencies. • Establish basis for the strategic plans and priorities. • Contribute to content and finalize strategic plans (3 – 5 year and 5 – 10 year plans, as needed), supporting the Sector's vision and mission
	Communicate the strategic plan to management in the NR sector, and how it relates to central governments vision and mission.	• Obtain senior mgt commitments for the general projects and actions that support the strategic plans. • Promote medium term concepts that will support the strategic plan.
	Coordination of responses to OCIO and central agencies related to the NR Sector, where requests relate to IM/IT medium, long term and capital plans.	• Response to request related to IM/IT plans
Branch Planning	Develop the Information Management Branch's Vision and Mission (i.e. for the Sector)	• Vision and Mission statement for the Sector IMB
	Co-ordinate and/or prepare Information Management Branch's Business Plan	• IMB Business Plan

Services	High Level Task	High-level Deliverables/Details
Sector Portfolio Management	Project Prioritization and Portfolio Management	• Process for portfolio and project ranking against strategic priorities that includes executive input • Assist IIMB in executing annual systems plans (T&T and ISPs) • Assess project proposals and PM Charters, for scope, resources, schedule, budget, risk and impact
	Co-ordination and tracking of business case for operating and capital funding	• Framework for business case reviews • Co-ordinate preparation of business cases for capital submissions and monitor outcomes at central agencies. • Assist inreview of business cases of significant projects for completeness.
	Coordination of Sector-level project tracking, status reporting and flexible dashboard reporting	• From status reports with scope/time/cost /quality assessments provided by Branch staff, ○ Prepare expenditure reports and dashboard reports ○ Support budget forecast analysis ○ Work with BPMs/clients to track the progress of each initiative within the short term/long term plans and revise it as necessary ○ Perform reviews and analysis ○ Report on review findings and trends • Maintain a project dashboard for the Sector, complete with a project registry (inventory), includes enabling both comprehensive and summary reporting (include subsets based on Ministry or like-projects) • Published overarching project/system implementation calendar, to assist with co-ordination and communications • Collate and publish resource demands based on portfolio of projects, including human, and costs • Capital forecasts • Updates to capital funding (forecasts and actual)
	Coordination and tracking of systems capital requests and expenditures for IM/IT projects across the sector.	• Track progress of capital funding requests, as needed • Draft re-profiling requests and monitoring status • Supports scenario analysis on capital and operational budget expenditures (including maintenance and amortization)

Services	High Level Task	High-level Deliverables/Details
Project Service	Ensuring cost effective project management / implementation using continuous, repeatable, easily sustainable processes	• Review and comment on project deliverables within PMO responsibility, per the SDLC. • Support and participate in Post Implementation Reviews (PIRs) • Support and monitor project close-out • Facilitate/participate in cross discipline information exchange (similar to Project Meetings)
	For requests related to the Sector portfolio of IM/IT projects or planning, coordinate responses to OCG Audit, Capital Planning Secretariat and OCIO information requests.	• Audit responses / interviews • Summarized expenditure/ capital reports • Briefing notes / reports • Generally this is done by soliciting input from Client Business Solutions, Business Service Desk, planning analysts, or other IMB sections.
Project Management Best Practices	Provide mentoring, expert advice and support in project management standards, tools and methodologies and best practices (e.g. PMBOK) on IM/IT projects	• In collaboration with other IMB sections and standards committee, establish and publish project management standards, processes, tools and templates as assigned by SDLC standards committee. Ensure these are integrated into the SDLC processes • Provide consultation services related to best practices. • Promote the use of the document repository as a resource. • Liase other government and industry associations for project management
	Continuous improvement of SDLC (based upon real life usage and research)	• Update published project management materials within PMO responsibility, based on feedback and research • Maintain and publish PM lessons-learned repository
	Provide research services and resource library	• Research services may include use of MS Projects, techniques with Excel, RFP/RFQ/RFI, etc., as well as matrix management methods and practices. • Publish project submissions (project management deliverables) provided by BPMs, such as PM Charters, Business Cases, etc. These repository will be available as a resource library to IMB staff along with all project management matereials. • Develop measurement norms for resource consumption for projects.

Services	High Level Task	High-level Deliverables/Details
Other Services	From time to time, provides project management services to the sector by leading projects in a cost effective manner	- Full life cycle project management and systems delivery - Project governance based on SDLC - Prepares individual project management deliverables - Scope, time, cost, quality management and related control deliverables - Status and expenditure reporting - Resources, procurement, risk, integration, and communication deliverables
	Support or participate in the preparation, reviews and evaluations of responses to RFP/RFQ/RFI (when asked)	- Assist CBS and other IMB section by providing input during document preparation, reviewing drafts, contributing to/participating in response evaluations
	May prepare business cases in collaboration with business leads and BPMs	

NOTE: No definition of what defines a 'project' exists within IMB at the time of writing.

Web Services

Web Services provides leadership on the business use of Web technologies, and manages services and related infrastructure for Internet, intranet, FTP, SharePoint and content management systems (CMS).

Area of Responsibility	High Level Tasks	Details
Web Services	Server Management	Liaises with technical staff at SSBC on web/FTP/Samba/SharePoint operational issues, and directs them to implement Ministry requests.
		Acts on requests for website infrastructure changes, configuration and additions.
	Server Administration	Creates new web sites/folders and administers security to identified web administrator.
		Supplies and maintains web posting tool and administers access for identified web administrators to allow for posting of content to PROD.
		Maintains FTP folder structure and sweepers.
		Creates SharePoint sub-sites and assigns security to identified site administrator.
		Plans, designs, develops, implements and maintains middleware components and structures to support public access and government only access to client business information accessible via web, FTP, Samba and SharePoint sites.
		Works with architecture services IM/IT staff to ensure new web-related systems and technology adhere to standard deployment policies and procedures, and operate effectively.
		Participates in technical processes and decision making activities necessary to retire applications and related technologies.
		Responsible for TEC Outage postings and updates.
	Security	Administer security on the Internet, intranet, FTP and CMS sites
	Quality Assurance	Works with central government agencies (OCO, PAB, GCIO) to ensure supplied standards, templates and policies are implemented at Ministry level.
		Leads the definition, implementation and enforcement of ministry website delivery plans, policies and standards to which ministry websites must conform.
	Consulting	In association with web working group and IMB BPM, creates and maintains web governance documentation and structure.
		In association with IMB BPM creates and maintains SharePoint usage policy and admin guides.
		Implements plans and technical strategies necessary to accommodate technology enhancements associated with expanded client requirements.
		Develops and/or provides technical expertise to the development of Ministry specific technical policies, procedures and standards for use of web components and the enforcement of them.
		Participates in Ministry web steering committee meetings and represents IMB at various inter-Ministry committees and external special interest and user group meetings.
		Provide Web service strategy, direction, standards, guidelines and procedures in alignment with GCIO, OCO and sector architecture, strategy and standards
		Coordinate communications with Web custodians/curators/authors
		Evaluates new technologies and software releases and make recommendations for the implementation of new features.
		Participates in IMB whiteboards.

Corporate Services for the Natural Resource Sector
Information Management Branch
February, 2012

CIO, Executive Director
Not Responsive
SL
00072122

Office Manager
Not Responsive
Clerk 14
00004821

Director, Client Business Solutions, Energy and Mines, Environment, Forests, Lands, NRO
Not Responsive
BL
00062867

Director, Architecture
Not Responsive
BL
00094684

Director, Technology Services
Not Responsive
BL
00005943

Director, Client Business Solutions, Aboriginal Relations and Reconcilliation, Agriculture, Forests, Lands, NRO
Not Responsive
BL
00037507

Director, Business Service Desk
Not Responsive
BL
00095782

Director, Infrastructure Services
Not Responsive
BL
00036323

Director, Communication Services
Not Responsive
BL
00071672

Director, PMO, Strategic Planning & Information Security
Not Responsive
BL
00000374

Corporate Services for the Natural Resource Sector
Information Management Branch
Administrative Services
February, 2012

CIO, Executive Director
Not Responsive
SL
00072122

Office Manager
Not Responsive
Clerk 14
00004821

Contract Administrator
Not Responsive
Clerk 11
00039303

Administrative Assistant
Not Responsive
Clerk 9
00037606

Administrative Assistant
Not Responsive
Clerk 9
00085525

Administrative Assistant
Not Responsive
Clerk 9
00003248

Corporate Services for the Natural Resource Sector
Information Management Branch
Architecture
February, 2012

Director, Architecture
Not Responsive
BL
00094684

Team Lead Registry Data
Not Responsive
IS 30
00089292

Team Lead, Data Integration
Not Responsive
IS 30
00078503
Kamloops

Senior Data Administrator
Not Responsive
IS 30
00005901

Head, Technical Architect
Not Responsive
IS 30
00038577

Senior Technology Architect
Not Responsive
IS 30
00005908

Senior Consulting Architect
Not Responsive
IS 30
00092105

Senior Technical Development Analyst
Not Responsive
IS 27
00005923

Manager, Tenure Data
Not Responsive
IS24
00004353

Data Administration Analyst
Not Responsive
IS 24
00058620
Kamloops

Senior Technical Architect
Not Responsive
IS 27
00037675

Technical Development Analyst

IS 24
00005930

Senior Data Administration Analyst
Not Responsive
IS 27
00005904

Access Tools Specialist
Not Responsive
STO 27
00091290
Kamloops

Senior Data Administration Analyst
Not Responsive
IS 27
00005903

Data and Application Specialist
Not Responsive
IS 21
00061990

Senior Geomatics Infrastructure Analyst
Not Responsive
STO 27
00086102
Kamloops

Data Analyst
Not Responsive
IS 24
00000312

Senior Data Administrator
Not Responsive
IS 27
00003791

Data Reporting Specialist
Not Responsive
IS 18
00090319

Corporate Services for the Natural Resource Sector
Information Management Branch
Business Service Desk
February, 2012

Director, Business Service Desk
Not Responsive
BL
00095782

Supervisor, Business Application Support Section
Not Responsive
IS 21
00083293

Team Lead
Not Responsive
IS 24
00082052

Team Lead, Call Centre Operations
Not Responsive
AO 21
00102632

Business Comm Analyst
Not Responsive
IS 21
00005952

Business Application Support Analyst
Not Responsive
IS 18
00004674

Business Application Support Analyst
Not Responsive
IS 18
00096856

Client Support
Not Responsive
IS 18
00099155

Client Support
Not Responsive
IS 18
00039607

Facilities & Voice Coordinator
Not Responsive
AO 18
00095312

Business Application Support Analyst
Not Responsive
IS 18
00000221

Business Application Support Analyst
Not Responsive
IS 18
00085654

Service Desk Analyst
Not Responsive
IS 18
00093096

Client Support Analyst
Not Responsive
IS 18
00090467

Voice Services Assistant
Not Responsive
Clerk 11
00067403

Service Desk Analyst
Not Responsive
IS 18
00090464

Business Application Support Analyst
Not Responsive
IS 18
00003806

Client Support
Not Responsive
IS 18
00093229

Service Desk Analyst
Not Responsive
IS 18
00038955

Voice Services Analyst
Not Responsive
Clerk 11
00088283

Client Support Analyst
Not Responsive
IS 18
00090465

Service Desk Analyst
Not Responsive
IS 18
00089571

Service Desk Analyst
Not Responsive
IS 18
00085971

Voice Services Assistant
Not Responsive
Clerk 11
00089141

Project Support Analyst
Not Responsive
IS 18
00000306

Service Desk Analyst
Not Responsive
IS 18
00103968

Service Desk Analyst
Not Responsive
IS 18
00002635

Corporate Services for the Natural Resource Sector
Information Management Branch
Client Business Solutions: Energy and Mines, Environment, Forests, Lands, NRO
February, 2012

Director, Client Business Solutions, Energy and Mines, Environment, Forests, Lands, NRO
Not Responsive
BL
00062867

Senior Bus. Portfolio Manager	Senior Development Analyst	Senior Business Portfolio Manager	Senior Business Analyst	Senior Bus. Portfolio Manager	Senior Bus. Portfolio Manager	Senior Bus. Portfolio Manager	Senior Bus. Portfolio Manager
Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive
IS 30	IS 30	IS 30	IS 30	IS 30	IS 30	IS 30	IS 30
00056710	00005919	00005925	00081370	00038394	00038582	00086904	00081700

Business Portfolio Manager	Application/Database Specialist	Business Portfolio Manager	Senior Business Analyst	Business Portfolio Manager	Business Portfolio Manager	Business Analyst	Business Analyst
Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive
IS 21	IS 21	IS 24	IS 24	IS 24	IS 24	IS 24	IS 24
00074218	00000840	00092954	00003633	00037578	00068298	00080815	00089698

Intermediate PM Analyst	Programmer Analyst	Systems Analyst	Business Analyst	Business Analyst	Business Analyst	Programmer Analyst	Business Portfolio Manager
Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive
IS 27	IS 24	IS 24	IS 24	IS 24	IS 24	IS 24	IS 21
00081900	00090640	00005912	00037501	00000433	00004642	00057714	00089334

	Information Systems Officer		Revenue Applications Systems Analyst		Intermediate PM Analyst	BCTS Prog & Training Analyst	
	Not Responsive		Not Responsive		Not Responsive	Not Responsive	
	IS 21		IS 24		IS 27	IS 18	
	00005037		00004643		00004677	00083039	
	Surrey						

Corporate Services for the Natural Resource Sector
Information Management Branch
Client Business Solutions: Aboriginal Relations and Reconcilliation, Agriculture, Forests, Lands, NRO
February, 2012

Director, Client Business Solutions, Aboriginal Relations and Reconcilliation, Agriculture, Forests, Lands, NRO
Not Responsive
00037507

Team Lead, Registry Service	Sr. Business Consultant	Forestry Analyst	Team Lead, Business Analysis Services	Senior Portfolio Manager	Senior Business Analyst	Client Business Consultant
Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive
IS 30	IS 30	03A	IS 30	IS 30	IS 30	IS 30
00092044	00037444	00003047	00087936	00086905	00081807	00045880

Programmer Analyst	Intermediate PM Analyst	Business Analyst	Business Analyst	Business Analyst	Geomatics Business Specialist	Project Team Leader
Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive
IS 24	IS 27	IS 24	IS 24	IS 21	STO 21	IS 27
00005521	00101445	00038583	00003774	00003256	00037683	00004644

Business Portfolio Manager	Operations Support Analyst	Business Portfolio Manager	Programmer Analyst	Intermediate PM Analyst	Business Analyst	Business Portfolio Manager
Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive
IS 24	IS 24	IS 21	IS 24	IS 27	STO 27	IS 24
00087501	00038955	00102800	00005526	00002674	00037638	00092956

Business Analyst
Not Responsive
IS 27
00038329

Corporate Services for the Natural Resource Sector
Information Management Branch
Communication Services
February, 2012

Director, Communication Services
Not Responsive
00071672

Superintendant, Radio Comm	Superin Comm	Superintendant, Radio Comm	Senior Bus Comm Analyst	Manager, Radio Operations
Not Responsive	Not Responsive	Not Responsive	Not Responsive	Not Responsive
TL E	TSS E	TSS E	IS 27	LSO 4
00001259	00001687	00094910	00005942	00003136
Prince George	Castlegar	Nanaimo		

Radio Comm Tech	Radio Comm Tech	Radio Comm Tech	Junior Tech Serv Analyst
Not Responsive	Not Responsive	Not Responsive	Not Responsive
TL E	TL E	TL E	IS 21
00001587	00000870	00050599	00082031
Fort St. John	Vernon		

Radio Comm Tech	Radio Comm Tech	Radio Comm Tech	Video Network Analyst
Not Responsive	Not Responsive	Not Responsive	Not Responsive
TL E	TL E	TL E	IS 18
00001554	00001000	00002631	00090466
Prince George	Cranbrook		

Radio Comm Tech	Radio Comm Tech	Radio Comm Tech
Not Responsive	Not Responsive	Not Responsive
TL E	TL E	TL E
00001300	00087315	00000672
Smithers	Williams Lake	Nanaimo

Radio Comm Tech	Radio Comm Tech	Radio Comm Tech
Not Responsive	Not Responsive	Not Responsive
TL E	TL E	TL E
00001280	00000731	00000614
Smithers	Kamloops	Nanaimo

Radio comm Tech	Radio Comm Tech	Radio Comm Tech
Not Responsive	Not Responsive	Not Responsive
TL E		STO 21
00075956	00001503	00005284
Prince George	Castlegar	

Radio Comm Tech	Radio Comm Tech
Not Responsive	Not Responsive
TL E	TL E
00089592	00090492
Kamloops	

Radio Comm Tech
Not Responsive
STO 21
00050598

Intermediate Tech Serv Analyst
Not Responsive
TL E
00002297

Corporate Services for the Natural Resource Sector
Information Management Branch
Infrastructure Services
February, 2012

Director, Infrastructure Services
Not Responsive
BL
00036323

Team Lead, Technology Services and Hosting
Not Responsive
IS 30
00034537

Head, Infrastructure
Not Responsive
IS 30
00037441

Team Lead, Database Administration
Not Responsive
IS 30
00005945

Team Lead, Middle Tier Services
Not Responsive
IS 30
00037440

Senior Database Administrator
Not Responsive
IS 30
00049909

Sr Sys Infrastructure Analyst
Not Responsive
IS 27
00055303

Team Lead Application Delivery
Not Responsive
IS 27
00070402

Database Support
Not Responsive
IS 27
00005949

Lead Analyst, Web Content
Not Responsive
IS 27
00037617

Provincial Systems Specialist
Not Responsive
IS 18
00052595

Application Delivery Specialist
Not Responsive
IS 24
00093242

Database Support
Not Responsive
IS 27
00005948

Web Technical Analyst
Not Responsive
IS 18
00003239

eLicensing Operations Support
Not Responsive
IS 18
00046795

Application Delivery Specialist
Not Responsive
IS 24
00086470

eLicensing & Tantalis
Not Responsive
IS 27
00080911

Technical Support Analyst
Not Responsive
IS 18
00066558

Sr. Technical Development Analyst
Not Responsive
IS 27
00005932

Technical Development Analyst
Not Responsive
IS 24
00005933

Database Administrator
Not Responsive
IS 24
00007858

Ministry Web Master
Not Responsive
IS 27
00003724

Technical Development Analyst
Not Responsive
IS 24
00083597

Senior Spatial Technology Analyst
Not Responsive
IS 27
00003930

Database Support Analyst
Not Responsive
IS 21
00005950

Business Consultant
Not Responsive
IS 24
00089295

Sr Tech Analyst, Middle Tier
Not Responsive
IS 27
00090397

GIS Applications Analyst
Not Responsive
IS 21
00094474

Database Administrator
Not Responsive
IS 24
00085073

Web Service Analyst
Not Responsive
IS 18
00003813

Sr. Technical Analyst - Middle Tier
Not Responsive
IS 27
00039663

Spatial Technology Analyst
Not Responsive
IS 24
00086473

Senior Database Administrator
Not Responsive
IS 27
00073631

Sr. Technical Analyst
Not Responsive
IS 27
00035718

Senior Database Administrator
Not Responsive
IS 27
00092349

Database Administrator
Not Responsive
IS 24
00088475

Corporate Services for the Natural Resource Sector
Information Management Branch
PMO, Strategic Planning & Information Security
February, 2012

Director, PMO, Strategic Planning & Information Security
Not Responsive
BL
00000374

Team Lead, Strat Planning & PMO
Not Responsive
IS 30
00005909

Security Architect
Not Responsive
IS 30
00090691

Planning & Project Analyst
Not Responsive
IS 24
00098978

Security Architect
Not Responsive
IS 24
00005938

Planning and Project Analyst
Not Responsive
IS 24
00005941

Security Analyst
Not Responsive
IS 24
00102731

IT Business Analyst
Not Responsive
IS 24
00078057

Senior Information Security Officer
Not Responsive
IS 24
00102539

Strategic Planning Analyst

Not Responsive
IS 24
00065081

Corporate Services for the Natural Resource Sector
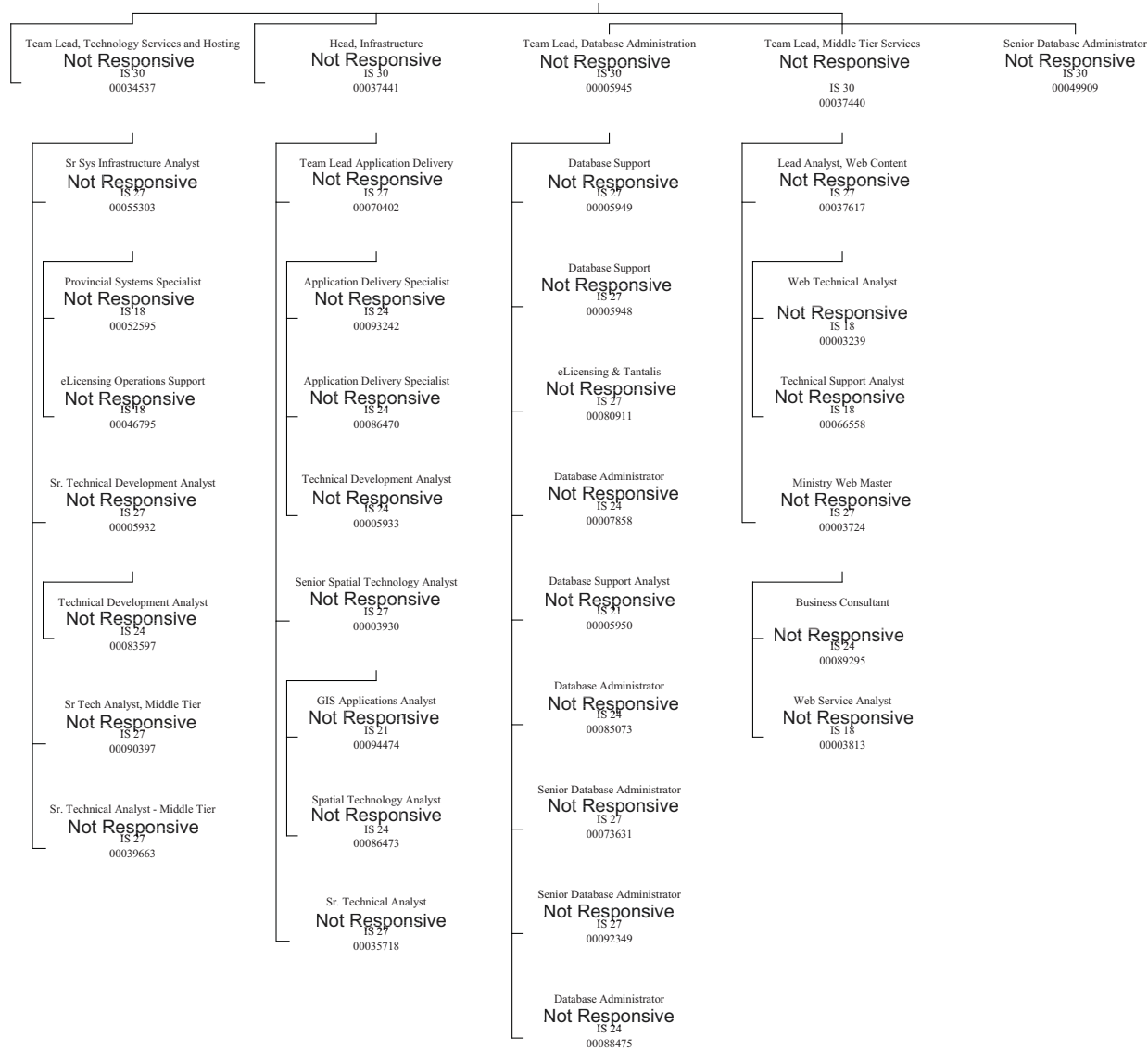Information Management Branch
Technology Services
February, 2012

Director, Technology Services
Not Responsive
BL
00005943

Senior Workstation Analyst
Not Responsive
IS 30
00005907

Supt, Information Technology
Not Responsive
IS 30
00003907

Business Support Analyst
Not Responsive
IS 14
00090228

IT Services Analyst
Not Responsive
IS 24
00003438
Prince George

PWCC Tec   s Specialist
Not Responsive
IS 24
00090796
Kamloops

Technical Analyst
Not Responsive
IS 27
00089428

Client Service (iStore)
Not Responsive
IS 21
00087748

Fire Centre Systems Specialist
Not Responsive
IS 18
00059533
Prince George

Fire Centre Systems Specialist
Not Responsive
IS 18
00059536
Kamloops

Financial Systems Analyst
Not Responsive
IS 18
00003720

Fire Centre Systems Specialist
Not Responsive
IS 18
00059537
Smithers

Systems Officer
Not Responsive
IS 24
00002930
Nelson

Systems Infrastructure Analyst
Not Responsive
IS 21
00004029

Fire Centre Systems Specialist
Not Responsive
IS 18
00079963
Castlegar

Financial Systems Analyst
Not Responsive
IS 18
00080722

Not Responsive
IS 24
00003265
Nanaimo

Workstation Infrastructure Analyst
Not Responsive
IS 18
00036669