



Ministry of Aboriginal Relations and Reconciliation

Strategic Information Technology Plan

2011/2012 to 2013/2014



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Contents

Section 1 Current Environment

1. Role of the Ministry of Aboriginal Relations and Reconciliation
2. Primary Outcomes
3. Strategic Business Drivers
4. Operational Issues
5. Opportunities
6. Evaluation of Current Applications

Section 2 Future Initiatives

7. IM/IT Initiatives
8. Signature Page

Section 3 Appendix

9. Appendices



Section 1

Current Environment



1 Role of Ministry of Aboriginal Relations and Reconciliation

1. Negotiations – leads the provincial government's commitments to bring about long-term reconciliation of Crown and Aboriginal interests through tripartite negotiations of treaties, interim and other workable arrangements with First Nations and Canada
2. Aboriginal Relations – leads cross government initiatives to close the socio-economic gap between Aboriginal people and other British Columbians
3. Executive and Support Services – provides leadership and executive direction within the Ministry and also provides corporate administrative services to the Ministry's operating programs.



2 Primary Outcomes

	Direction	Target Group	Need
1	Increase	First Nations People of B.C.	Concluded treaties and other agreements on Crown Lands and natural resources
2	Increase	Aboriginal Peoples in B.C.	Improved social and economic outcomes
3	Increase	Government and aboriginal organizations	Build strong and respectful relationships
4	Increase	Ministry and government of B.C.	Enhanced internal capacity
5	Decrease	Ministry, aboriginal peoples, governments of B.C. and Canada	Reduction in carbon footprint



3 Strategic Business Drivers

The Ministry of Aboriginal Relations and Reconciliation is the centre of excellence for aboriginal policy and approaches

SELF RELIANCE

- supporting the development of self-reliance of aboriginal peoples and communities in BC
- supporting building First Nations capacity for self-reliance
- improving the social and economic outcomes for aboriginal peoples in BC

ENGAGING ABORIGINAL LEADERS

- engaging First Nations and Métis leadership organizations on government policy and programs
- developing and managing the fiscal mandates approved by Cabinet and Treasury Board
- planning and managing treaty implementation with two treaties in the implementation phase
- planning and managing implementation of economic benefits agreements

JURISPRUDENCE

- responding to jurisprudence in our relationship with First Nations

FEDERAL GOVERNMENT

- engaging the federal government on closing the socio-economic gap between aboriginal persons and the general population of BC
- engaging the federal government on treaty negotiations and policy

WORKING ENVIRONMENT

- moving to the multi-agency model (e.g. horizontal government) such as the Integrated Services Delivery, First Nation consultation coordination and resource management integration
- targeting more and different types of agreements than in the past such as incremental treaty agreements
- changing how land surveys, conducted in association with treaties and other agreements, are done due to the impact of economic circumstances and demographic changes
- having ministry offices dispersed to multiple locations
- adapting approach to work to meet BC government's Carbon Reduction (green) Initiatives
- incorporating Health and Wellness (ActNow)
- incorporating ministry and BC Government Workforce plans



4

Operational Issues

1. Electronic communication links with many First Nation reserves not yet capable of supporting high-bandwidth data transmission
2. Difficulties sharing large volumes of data between provincial agencies and with the federal government under our data-sharing agreements
3. Ensuring the confidentiality of data being shared between agencies and the federal government
4. Lack of easily searchable, consolidated, "single source", land use information. Requests for Land Title, Value, Use, Encumbrances and Third-Party Interests data that is needed for decision making have to be done agency by agency and it can often take several weeks to compile the data held by the different agencies
5. Different types of agreements such as incremental agreements and treaty implementation may cause a large increase in information, such as surveys, escrow, etc creating information storage and management issues
6. Ensuring that treaty language is comparable across all incremental, AIP and Final Treaty Agreements
7. Information management, such as records and e-mail retention, information security, electronic storage and other best practices
8. Supporting flexible work arrangements
9. Software updates being forced down to laptops and desktop computers during working hours causing interruptions
10. Insufficient notice of central policy changes which forces work down to the ministry
11. Hardware and software Requests for Service (RFS) can take several weeks to be entered, accepted and processed through the Shared Services iStore system before being handled by the appropriate shared service provider
12. Inconsistent service delivery from shared service providers and lack of clarity on lead times for service/equipment delivery
13. Reporting of consolidated status and other information to Executive, e.g. dashboard, cross govt. collaborative reporting
14. Time and cost spent travelling to major urban centres, especially Vancouver

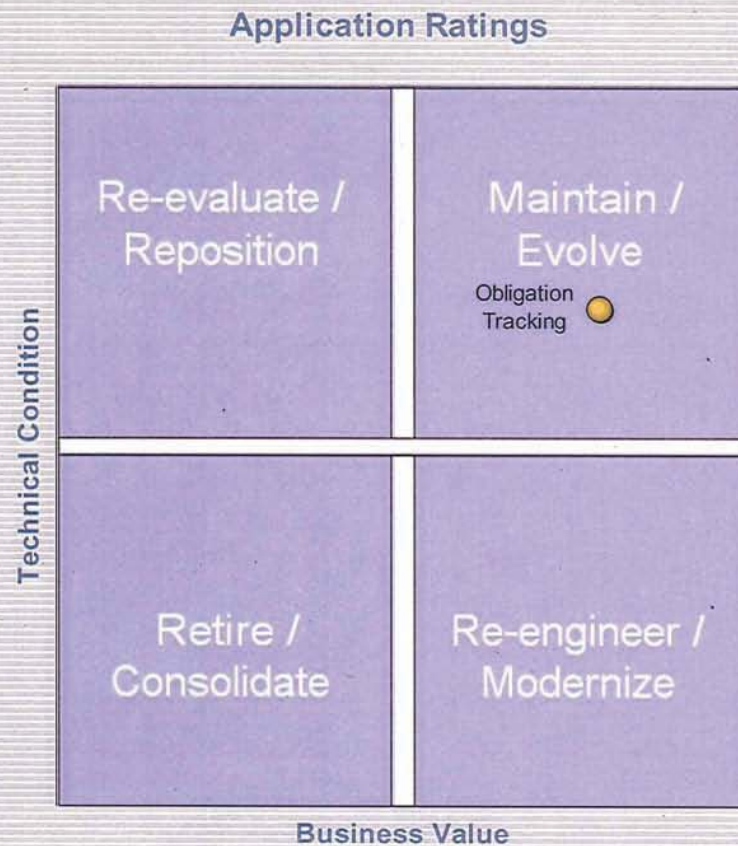


5

Opportunities

1. Improved information and knowledge management
2. Cross-ministry databases linked to a GIS mapping system – to allow drill down and layers of information starting from a map display. All natural resource ministries and agencies could be involved.
3. Enhanced information sharing and transparency using technology.
4. Reduce carbon footprint using alternatives to physical travel such as videoconferencing and other electronic collaboration tools
5. Enhanced project management capability.
6. Incorporate best practices in procurement and contract management through the use of technology.
7. Streamline internal service delivery processes.

6 Evaluation of Current Applications



1. Obligation Tracking

- Used to track the implementation of BC's obligations to First nation's peoples and monitor the status, cost and conformance with legal requirements of those obligations
- Conclusions:
Will remain in the maintain/evolve state during the period covered by this IRMP



Section 2

Future Initiatives



Initiative #1 Streamline Records Management

For :	All Ministry of Aboriginal Relations and Reconciliation staff
Who need to:	<ul style="list-style-type: none"> • retain documents to meet Federal and BC Provincial archival and PIPA and FOIPPA requirements • ensure requirements for succession planning, knowledge transfer and business continuity can be met
To support:	<ul style="list-style-type: none"> • Reconciliation of Aboriginal and treaty rights in British Columbia • Improved social and economic outcomes for Aboriginal people in British Columbia
In the face of:	<ul style="list-style-type: none"> • More agreements and different types of agreements than in the past • Large numbers of experienced staff retiring or transferring to other Ministries and agencies and the need for structured information and knowledge management processes and procedures to retain "corporate memory" to aid succession planning, knowledge transfer and business continuity
This:	Streamlines the Ministry's Records Management system
Will provide:	<p>A single repository to store and share all electronic documents and emails that are essential to the Ministry's business, thereby:</p> <ul style="list-style-type: none"> • Minimizing the amount of storage required for Outlook folders • Reducing the proliferation of duplicate documents and private caches of documents and loss of corporate knowledge through reorganizations or when staff depart • Ensuring document disposition in accordance with Corporate Records Management policies • Improving information search capability
Unlike the current situation where:	Staff mailboxes are often full and important documents are scattered across a number of shared drives making it difficult to search for business relevant information

Initiative #1 Streamline Records Management

The proposed initiative will improve the situation by creating:	<ul style="list-style-type: none"> • A single repository containing all the Ministry's business related documents and emails • A powerful search tool that will significantly reduce search time for ministry information • An information storage environment that can view special document types without the need for owning the native software (e.g.. Visio)
In collaboration with:	Information Access Office (Citizens Services) and Shared Services BC
Using:	Total Records Information Management system (TRIM)
For an estimated cost of:	<p>s.17) - Operating for pre-conversion data cleanup, data conversion, testing and training and implementation for Records Management staff, plus on-going seat costs of approximately s.17 'mth when all ministry staff are actively using the systems (storage charges will be the same as present)</p>
Of which	\$0 has been budgeted/funded
During:	2010/11, 2011/12 – Implementation to be staged by Business Unit (P&CR-3 rd Qtr 2010/11, Strategic Initiatives 4 th Qtr 2010/11, Negotiations 2011/12)
Linkages to the Office of the CIO's five work streams	<ul style="list-style-type: none"> • Connected systems • Maximize IM/IT Investment Benefits



Initiative #2 Expand Treaty Obligations Tracking System

For :	All Ministry of Aboriginal Relations and Reconciliation staff, line ministries or agencies, Government of Canada and other external partners supporting the treaty implementation process
Who need to:	<ul style="list-style-type: none"> • Participate in developing and executing complex, detailed and consistent work plans with First Nations • Identify, review and assess impact of treaties on ministry/agency budgets, service plans, decision making and actions • Build front line working relationships with First Nations through collaboration for provincial compliance with treaty obligations • Track status and completion of one-time and occasional obligations, monitor performance of ongoing obligations and provide coordinated reports about government-wide implementations and fulfillment of treaty obligations
To support:	<ul style="list-style-type: none"> • Reconciliation of Aboriginal and treaty rights in British Columbia • Improved social and economic outcomes for Aboriginal people in British Columbia
In the face of:	<ul style="list-style-type: none"> • More agreements and different types of agreements than in the past
This:	Obligations Management system
Will provide:	<ul style="list-style-type: none"> • Capacity to coordinate development of treaty implementation plans with line ministries, other agencies, Government of Canada and external partners • A platform for ensuring implementation plans are consistent and compatible with line ministries and other partners capacity to fulfill treaty obligations
Unlike the current situation where:	<ul style="list-style-type: none"> • Inconsistent approach to planning and execution of obligations • No consolidated work-plan relating to obligations arising from treaties and other agreements • No consistent, coordinated and reliable method of tracking and reporting fulfillment of an obligation has created uncertainty about whether obligations are being fulfilled



Initiative #2 Expand Treaty Obligations Tracking System

The proposed initiative will improve the situation by creating:	<ul style="list-style-type: none"> • The capacity to coordinate development of treaties and treaty implementation plans with line ministries and agencies, Government of Canada and external partners • The capacity to track progress of obligation completion and status • The capacity to provide government with consistent , comprehensive and reliable reporting about government-wide implementation, fulfillment and compliance of obligations for treaties and other agreements • An electronically accessible , permanent and searchable reference tool for implementation of treaty related obligations
In collaboration with:	Shared Services BC
Using:	Microsoft SharePoint server, Microsoft Project server and Microsoft SQL server on the ministry's Obligation Tracking servers
For an estimated cost of:	\$19,440 /year - Operating
Of which	\$19,440 has been funded
During:	2010/11, 2011/12 - Implementation to be staged during 4 th Qtr 2010/11 and 1 st Qtr 2011/12
Linkages to the Office of the CIO's five work streams	Connected systems Maximise IM/IT investment Benefits Informed Decision Making Connected People

Initiative #3 Treaty Information Management System

For :	Ministry of Aboriginal Relations and Reconciliation and Line Ministries and Agencies
Who need to:	<p>Perform timely comparisons of the wording of specific treaty agreements with reference language and/or other agreements to ensure that (a) BC principles and interests are addressed, and (b) that general or specific mandates are used appropriately, and (c) there is consistency across agreements in the language and detail of long-term and constitutional commitments</p> <p>Develop new treaty settlement legislation and implementation plans by drawing upon older records of similar nature</p>
To support:	<ul style="list-style-type: none"> •Reconciliation of Aboriginal and treaty rights in British Columbia • Improved social and economic outcomes for Aboriginal people in BC
In the face of:	<ul style="list-style-type: none"> • MARR's responsibility for government-wide coordination of mandates and communication with line agencies whose budgets and service plans will be impacted by the responsibility for implementing a growing number and type of agreements with BC's First Nations • disruption and error in negotiations and in finalized agreements because timely reviews for mandate compliance and line agency capacity to implement cannot be provided •Loss of human resources with significant corporate knowledge and experience
This:	First Nations Agreements Information Management and Communications system
Will provide:	<ul style="list-style-type: none"> • A tool for streamlining the process for timely in-negotiation and pre-signoff comparisons of agreement wording • A risk-management strategy for reducing the confusion, difficulty of implementation and potential for disputes and litigation that can arise from variations in the language of agreements
Unlike the current situation where:	Repeated comparisons of agreements by different personnel, generally limited in scope, are conducted after-the-fact because they are time and labour intensive, limiting the ability to prevent inconsistency and errors in mandate



Initiative #3 Treaty Information Management System

The proposed initiative will improve the situation by creating:	<p>An information management tool that improves the consistency in the language of agreements where government's intention is to achieve the same of similar outcome</p> <p>A tool for reducing the confusion and potential for disputes arising from variations in the language of agreements</p> <p>A tool that provides support for the risk management process where language variations exist</p>
In collaboration with:	Internal ministry staff, Shared Services BC and external contractors
Using:	Microsoft SharePoint server, Microsoft Project server and Microsoft SQL server on the ministry's Obligation Tracking servers
For an estimated cost of:	s.17 (estimated additional storage charge)
Of which	\$0 has been funded
During:	2010/11, 2011/12 - Implementation to be staged during 4 th Qtr 2010/11 and 1 st Qtr 2011/12
Linkages to the Office of the CIO's five work streams	<ul style="list-style-type: none"> •Maximize IM/IT Investments Benefits •Informed Decision Making •Connected People

Signature Page

Name	Signature	Date
Bob de Faye Deputy Minister Ministry of Aboriginal Relations and Reconciliation		MARCH 30, 2010



Section 3

Appendix



Appendix 1

Technical Operations

1. **Servers** – Is there an opportunity to use the virtual servers service from Shared Services BC ?
 - Yes - The warranty for the three servers that supports the Treaty Obligations Tracking System s.17 and will also support the Treaty Information Management system expires in 2012.



Appendix 2

Security

Privacy

Please indicate on a scale of 1 to 5 where 5 is very important how you would rate employee training for the Freedom of Information and Protection of Privacy Act, Privacy Impact Assessments and Information Sharing Agreements?

- s.17

Records Management

Do you consider the life cycle of information including the destruction of the information when you design systems?

- Yes

Information Security

Is there a need for improving the management of access controls, including the ability to audit individual users, of countertop systems where multiple users need to access a single system?

- s.17

On a scale of 1 to 5 where 5 is very important how would you rate the need for improving security awareness training?

- s.17

Previously Internet usage was reported to the branches. Would this be useful if we could generate similar reports?

- Yes



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Appendix 3

Security

Physical Security

Are you considering additional employee safety measures based on threats to your employees?

- Engaged in the Personal Security Enhancement Program

Are all types of incidents including loss of equipment reported using the General Incident Loss Reporting form (GILR)?

- Yes

Business Continuity

Are your business continuity plans up to date?

- Yes

Have you run a business continuity exercise?

- Yes



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Appendix 4

Technology Classification

Cross branch/Cross ministry information sharing

- 1 New Shared Business Process
- 2 New Integrated Business Process
- 3 New Corporate data store
- 4 New Common data store
- 5 New Corporate application
- 6 New Shared application
- 7 New Common application
- 8 New Applications linked by Integration Broker
- 9 New Applications linked by SOA
- 10 New Enterprise Services

Client Centered Service

- 11 Electronic Service Delivery to Citizens
- 12 Identity Management
- 13 Public Facing Web sites

Strategic Planning and Policy

- 14 Adopting an Enterprise Architecture Approach
- 15 Business Architecture
- 16 Applied Research
- 17 Project Management
- 18 Case Management

Business Intelligence Tools and Services

- 19 Data Warehousing
- 20 Reporting Services
- 21 Evidence-based Decision Support
- 22 Other (Explain)

Corporate Data Services

- 23 Financial
- 24 Integrated HR/Payroll
- 25 Registries

Collaboration

- 26 Video
- 27 Desktop and Application Sharing
- 28 Instant Messaging
- 29 Web Conference
- 30 Portals
- 31 Blogs & Threads
- 32 RSS Syndication
- 33 Podcasting
- 34 Streaming
- 35 Wikis
- 36 Voting
- 37 Routing
- 38 Electronic Document Management Systems
- 39 Integrated Voice Messaging
- 40 e-Learning
- 41 Search

Corporate Infrastructure

- 42 Directories and Authentication
- 43 Application and Infrastructure Support
- 44 Infrastructure Maintenance
- 45 Legacy Migration
- 46 Telecom (Voice/Data Network)
- 47 Radio Frequency Identification Device



Appendix 5

OCIO Five Work streams

1. **Connected Systems**

- Implementation of Enterprise IM/IT infrastructure.
- Includes Technology projects

2. **Maximize IM/IT Investments Benefits**

- Process and governance to select, manage and successfully deliver targeted outcomes from the IM/IT investments made by government.
- Includes Project, Portfolio, Investment, Risk

3. **Informed Decision Making**

- Evidence based policy making and outcome evaluation across government
- Includes Policy, BI, Case Management, CRM

4. **Connected People**

- Enabling the delivery of the right information, to the right people, at the right time for the right purpose.
- Includes Collaboration, Case Management

5. **Partner Engagement**

- Establishing partner relationships across Government and the Broader Public Sector focused on maximizing citizen centered service delivery and investment value.
- Includes Cross Ministry, BPS, service providers