

KBAINEY IT PROFESSIONAL SERVICES

**INFORMATION TECHNOLOGY/INFORMATION MANAGEMENT
(IT/IM) VISION**

For Yukon Government

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9/1/2013

INFORMATION TECHNOLOGY/INFORMATION MANAGEMENT (IT/IM) VISION FOR YUKON GOVERNMENT BY KENNETH BAINEY

BACKGROUND:

The 2012-2017 Strategic Plan for the Department of Highways and Public works (HPW) outlined a bold new vision to be both innovative and responsive to clients' needs to support Yukon's economic and social developments. In order to realize this vision, this Strategic Plan identified four (4) major strategic goals as follows:

1. Fully engage people to achieve this vision;
2. Ensure that Yukon infrastructure has the capacity to endure change;
3. Create a culture of exceptional service;
4. Develop an innovative organization.

Information and Communications Technology (ICT) can play a major role in realizing this vision and achieving these strategic goals by enabling and supporting innovative solutions. ICT is central to the development of an innovative organization to enable the delivery of higher quality public services with limited financial resources. Our Information and Communications Technology (ICT) division currently provides information management, information technology and telecommunications support to all Yukon Government departments and some corporations.

OPPORTUNITIES AND CHALLENGES:

Information and Communications Technology (ICT) is a dynamically changing industry, and as a result, challenges and opportunities emerge, as people, process and technology changes with advancing technologies. Our ICT division is currently experiencing some major opportunities and challenges to include:

Opportunities

- A greater use of technology to improve stakeholders' access to government information, programs and services (often called "government online" or "e-Government");
- Increasing the use of IT systems, platforms and tools to improve the productivity of government employees;
- Recentralizing some IT staff to better leverage overall pool of technical resources.

Challenges

- Lack of overall IM/IT strategy for Yukon government;
- Corporate IM/IT governance model is likely outdated and not fully documented;
- Keeping pace with new technology and having adequate technology infrastructure and staff in place to support this (e.g., wireless technology, mobile computing, social media);
- Lack of Yukon private sector resources to provide contracted expertise for new technology;
- Managing an ever-increasing set of IT security risks;
- Recruitment of IT staff for some positions;
- Lack of documented IM/IT policies, procedures, guidelines and standards.

CONTEXT OF THIS IT/IM VISION FOR YUKON GOVERNMENT:

ICT is central to the delivery of lower cost, higher quality public services. In order to effectively and efficiently address these opportunities and challenges, achieve the strategic goals and realize the vision, ICT division must define a clear, concise and complete vision, strategic directives and suggested considerations for implementation on how to:

1. *Improve stakeholder access to government information, programs, and services (“e-Government”) and;*
2. *Increase the use and effectiveness of IT systems, platforms, and tools to improve the productivity of government employees.*

STRATEGIC DIRECTIVES:

Improve stakeholder access to government information, programs, and services (“e-Government”)

Vision: ICT division will develop and support an e-Government strategy to allow stakeholders to effectively use internet and private government networks, voice, video and multi-channel communications technologies to access government services, obtain public data for personal and business use and to participate in the development of policies, programs and services. This will enable government and private sector collaborations to drive social and economic developments, and regulatory harmonization.

To achieve this vision, the ICT division e-Government strategy should include:

- **Common Web Services Delivery.** Common Web Services include shared capability and common approaches for delivering web services, web content and collaboration tools, and managed infrastructure platform services.
- **Data and Information Management Principles.** Data and Information principles for managing data and information. Government data and information should be open, readily available, well managed, reasonably priced and re-usable unless there are necessary reasons for its protection. However, personal and classified information should remain protected. Government data and information should also be trusted and authoritative..
- **Spatial Information and Spatial Data Infrastructure.** A data reference sharing model framework which includes details on spatial information and spatial data infrastructure.
- **Open and Transparent Government.** A policy framework for government-held information based on information being managed in an open and transparent manner.

SUGGESTIONS FOR IMPLEMENTATION:

Open and transparent access to government data enable citizens to have a more active and engaged role. However, technologies, including web 2.0 and easy access to datasets also need to be in place to allow this to happen seamlessly.

STRATEGIC DIRECTIVES:

Increase the use and effectiveness of IT systems, platforms, and tools to improve the productivity of government employees.

Vision: ICT division will establish and manage the Technical Environment to enable government employees to be more productive with access to information and systems from desktops, mobile devices and from home at a lower cost.

To achieve this vision, the ICT Division Technical Environment should include:

- **Common Services Delivery Components.** Strategies and processes to enable re-use and integration of IM/IT components to deliver government services and to facilitate client relationship management across ministries. This includes a government wide contract for single and multi-function print devices, desktop and laptop computers procurement and services; Secure Electronic Mail Environment to facilitate the exchange of email and attachments using the internet; Open Network Environment as a secure IT network used by government to collaborate and share information.
- **Governance and Accountability Processes.** Committee and reporting structures to facilitate collaboration and coordination inside government, with our external partners and citizens.
- **Common ICT Infrastructure.** Networks, systems and processes to ensure inter-operability and consistency across government ministries and local authorities.
- **Common standards and best practices.** IM/IT strategies, standards, policies and procedures to ensure high quality, accuracy, timeliness and consistency.
- **Common Progress Reporting.** Performance measures to show progress across government, align priorities and impacts on clients, partners and citizens.
- **Cloud Computing.** This technology allows organizations to use a service (or range of services) from providers on a pay-per-use, or subscription basis, without needing to invest in the underlying hardware and software that delivers those services. This can address the challenges of lack of Yukon private sector resources, inadequate technology infrastructure and IT security risks.
- **Optimized Utilization of ICT Resources.** Establish an Integrated ICT Performance Management process, using an outcomes-driven accountability framework to optimize the utilization of people, process, financial and technology resources using a model of: Outsourcing + Innovations = Transformation. This will better leverage the overall pool of technical resources.

SUGGESTIONS FOR IMPLEMENTATION:

Understanding and effectively applying the 4Ps – People (Culture), Process, Politics, Performance for transformation change, using an outcomes-driven accountability framework, can be effective in improving the productivity of employees.