

ITAC CIO Roundtable

Corbin Kerr
**CIO, Children, Youth and Social
Services I&T Cluster**

March 3, 2010

ITAC



Cluster Priorities – Short Term

- Family Responsibility Office
 - Complete Stage 1 software design based on Oracle's Siebel Case Management Product and Oracle's e-Business Suite
 - Complete an Implementation Strategy and Framework for a new case management technology solution
 - Complete a Telephony infrastructure uplift
- Social Services Solutions Modernization
 - Complete an implementation strategy and framework for a new case management technology solution based on Curam's case management product(s)



Cluster Priorities – Short Term

- Service Delivery Model Technology
 - Maintain and upgrade existing technology to meet business needs
- Child Protection Information Network (CPIN)
 - Develop a proposal for the implementation of a standard case management solution across the Child Welfare sector
- Enterprise Information Management Planning Project
 - Develop strategy and plan to implement Enterprise Information Management solution
- Print Optimization – Green Initiative
 - Develop and implement Print Best Practices to optimize print devices and gain print efficiencies



Cluster Priorities – Longer Term (in the next 18 months)

- Family Responsibility Office
 - Implementation of a fully integrated solution for the Family Responsibility Office's new case management solution including a data migration and change management strategy
- Social Services Solutions Modernization
 - Continuing the configuration and development of a new case management solution for Ontario's social assistance system including a data migration and change management strategy



Cluster Priorities – Longer Term (in the next 18 months)

- Child Protection Information Network (CPIN)
 - Implementation of a common case management solution across all Children's Aid Societies in Ontario
- AODA Compliance Assurance Tracking System (ACATS) - Phase 2
 - Expand the accessibility reporting database for obligated organizations to record business information and ensure compliance with the Act



RFP and RFS' to be Released Over the Next 6-8 Months

- Family Responsibility Office
 - Invitational RFP for Systems Integrator
 - Top 3 System Integrators were identified via recent RFQ
- Social Services Solutions Modernization
 - Initiate a competitive process for Systems Integrator services
 - Continue to supplement the project team via RFSs from government vendor of record arrangements
- IM Specialist to support EIM implementation



Big Challenges Facing the Cluster and/or the OPS

- Data migration and change management
- Business and project capacity/resourcing
- Retaining and attracting staff with required skills and experience
- Continually realigning priorities and resources to align with competing and evolving priorities (manage expectations)
- Managing multiple, large I&IT projects
- Continue to improve internal processes to support additional transparency and due diligence requirements



Contact Information

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