

ITAC CIO Roundtable

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CIO, Community Services I&T Cluster

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Community Services Cluster (CSC) Overview

Clients

- Ministry of Citizenship and Immigration (MCI)
- Ministry of Education (EDU)
- Ministry of Municipal Affairs and Housing (MMAH)
- Ministry of Tourism and Culture (MTC)
- Ministry of Training, Colleges and Universities (TCU)

Plus eight Agencies, Boards, and Commissions:

Cluster Profile

- Provides I & IT services to almost 5,000 staff and program partners located in nearly 200 sites in Ontario
- Partner ministries provide services to 130 agencies, boards and commissions
- CSC employs 250 individuals and manages a high profile portfolio
- Supports several multi-year projects using challenging technology
- Administers large sets of data across the education and municipal sectors



Cluster Priorities – Short Term

Business Application Support

- Operate and support **130+ business applications**

CSC Internal Improvement Initiatives

- Project Management Office
 - standardization of procedures and reporting
 - alignment of project gating , enterprise architecture checkpoints and software development lifecycle
- Information Management – Identify client IM priorities and needs
- Sponsor cluster diversity awareness
- Formalizing Customer service catalogue

Value-Added Services

- Service level agreements with program partners
- Planning services
- Business case development
- Architecture processes

Develop and Deliver Systems and Services

- **40+ projects** planned or underway for 2010 – 2013 (see selected examples on next slides)



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

Ministry of Citizenship and Immigration

1. Enterprise Grants Management Initiative
2. Ontario Heritage Portal Technology Upgrade
3. Geographic Information System (GIS) GeoConnections

Ministry of Municipal Affairs and Housing

1. Affordable Housing Information Management System (AIMS) Payments Project
2. Landlord Tenant Board Portfolio
 - Cmore - eFiling Proof of Concept
 - Cmore - Smart Sub-Meters
 - Cmore - Coop Evictions
 - Cmore - eFiling
3. Geographic Information System (GIS) Renewal



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

Ministry of Education

1. Data Warehouse portfolio of projects, including:
 - a. Migration of Data Base technology platform from IBM DB2 to Oracle
 - Elementary School Data Warehouse (ESDW)
 - Learning to 18 (L-18)
 - Executive Statistical Neighbours (ESN)
 - b. ESDW OnSIS Alignment
 - c. Student Level EQAO data
 - d. L-18 SIS Phase 3
 - e. ESDW Granularity Project
 - f. Data Quality Assurance Dev Environment
 - g. ODS Enhancements

Ministry of Training, Colleges and Universities

1. Employment Ontario Information System
2. Ontario Student Assistance Program (OSAP) Student Facing Applications (SFA)
3. OSAP Modernization (MOSAP)



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

- Enterprise Grants Management Initiative
- Ontario Heritage Portal Technology Upgrade
- Affordable Housing Information Management System (AIMS) Payments Project
- Landlord Tenant Board – (Cmore) - Smart Sub-Meters
- Student Level EQAO data
- Elementary Secondary Data Warehouse (ESDW) Granularity Project
- Data Quality Assurance Dev Environment
- Operational Data Store (ODS) Enhancements
- Employment Ontario Information System
- Ontario Student Assistance Program (OSAP) Student Facing Applications (SFA)



Big Challenges Facing the Cluster and/or the OPS

- Human Resources Challenges
- Financial (I & IT Costs and Economy) Challenges
- Business Challenges
- Technical Challenges
- Other (Service Model / Process) Challenges



Contact Information

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