

ITAC CIO Roundtable

Robin Thompson
CIO, Government Services Delivery
I&IT Cluster

March 3, 2010

ITAC



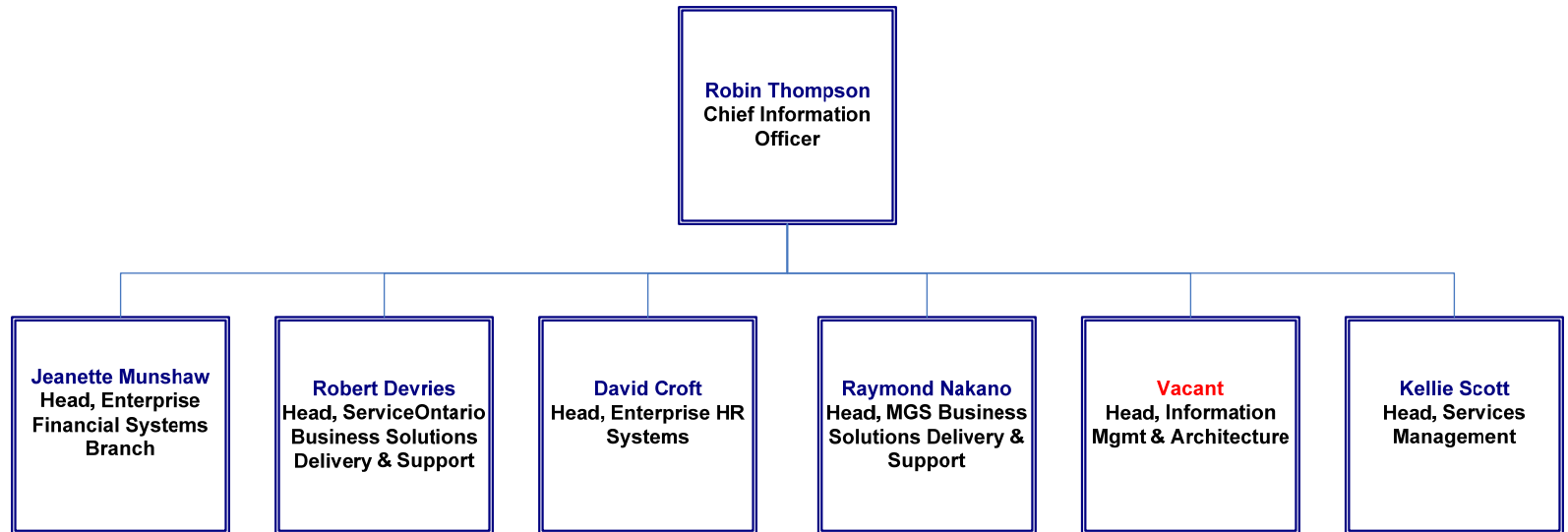
GSDC – A “Re-Introduction”

Supporting:

Ministry of Government Services (MGS) Minister Takhar and Deputy Minister McKerlie

ServiceOntario (SO) Deputy Minister and CEO Bob Stark

OPS Enterprise Applications/Websites (ie: IFIS Financial Sys. and Ontario.ca)



GSDC – Focus Forward 2010/2011 (Priorities for the Short Term)

Parallel Tracks:

Positioning The Organization For Success

Key Project Delivery

- **Strong Partnerships: Reliable, Consistent, Accessible and Accountable**
 - Collaborative Strategy and Tactical Work plan Development
 - Adoption of Cluster Standards (Process and Structure)
 - Business/IT Branch Alignment
- **Excellence in Service Delivery**
 - Consistent Delivery on Commitment (Effective Cost Estimation & Proj./Budget Mgmt.)
 - Operational Excellence (Public Facing System Reliability – Meet/Exceed the SLA)
 - Engaged, Success Oriented Team Members (Teamwork, Empowerment & Recognition)
 - Demonstrated Business Value (A “reserved” seat at the table)



GSDC – Focus Forward 2010/2011 (Priorities for the Short Term)

Parallel Tracks:

Positioning the Organization For Success

Key Project Delivery

- Harmonized Sales Tax (HST) Testing and Implementation Planning – Ensuring Operational Readiness – July 1.
- Public Disclosure of Travel and Hospitality Expense – Production Roll Out and Support via Ontario.ca, as of April 1.
- Guelph Data Centre (GDC) – Migration Planning
- HR Payroll Modernization (Pay Mod) – Testing and Implementation Readiness for Production Roll Out – Sept.
- Enterprise Payment Processing (EPP) Delivery Planning/Cross Functional Project Alignment
- Major Application Portfolio Remediation Projects (MAPS) – Individual Project Set Up/ Resourcing and Initial Phase Execution.



GSDC – Longer Term Priorities (12 – 24 Months)

Operational

- Internal Gating Review – Rationalize process and content across disciplines to reduce project overhead
- Rollout of Enterprise Service Management initiatives within the cluster
 - New ISAM collateral and procedures
 - Service Activation Process (SPARK)
- Rollout of revised Cluster Service Management processes and procedures and Key Performance Indicators (KPI's)
 - Incident Management
 - Change Management
 - Problem Management
 - Release Management
- Improved Customer Relationship Management through the development of Account Teams



GSDC – Longer Term Priorities (12 – 24 months)

Key Project Delivery

- GDC Implementation – Significant effort is required to migrate applications over to the GDC. GSDC has the largest inventory to move of all Clusters.
- Web Content Management Modernization – The development of a refreshed Web strategy for the OPS and the refurbishment of the Common Portal Services to meet Ministry needs.
- The continued implementation of server and software consolidation in support of OPS Green IT initiative and financial constraint



GSDC – Longer Term Priorities (12 – 24 months)

Key Project Delivery

Open For Business

- **Single Business Number** - including ministries of MOR, MOL and MOE. Removes the requirement of the business owner to maintain multiple government account numbers. This initiative is ongoing with deliverables in March 2010 & March 2011
- Creation of one window online access, **MyBizAccount**, allowing businesses to access customized information and streamlines navigation across various government services. MyBizAccount is being delivered incrementally between September 2010 and March 2012
- Implementation of an enterprise capable contact centre technology platform, **Contact Centre Modernization**, in an improved contact experience for both citizens and business. This initiative is targeted for completion by March 2012



GSDC – Longer Term Priorities (12 – 26 months)

Key Project Deliveries

Taking The Lead (TTL)

- Simplification and consolidation of the **Integrated Workstation Service** including the standardization of hardware, software peripherals and desk top applications. This initiative will be implemented incrementally throughout the various ServiceOntario counter locations during the 2010/2011 fiscal period

Ontario Business Information Systems (AS/400) – Legacy Replacement – March 2012

- The Ontario Business Information System (**ONBIS**) maintains a public registry of information about businesses and corporate entities operating in Ontario, including business / corporate name and address for service

MAPS – Remediation / Enablement Projects – Multiple initiative deliveries to March 2012

- End to End Security (IFIS)
- Core Infrastructure Renewal (IFIS)
- Payment Processing (IFIS)
- Go- CMS Web Service Module
- ECMS/PSS Remediation/Web Modernization
- ARMS – Archives Record Management System



GSDC – Longer Term Priorities (12 – 24 months)

Key Project Delivery

- **ServiceOntario Delivery Platform (SODP) – Phased multi-year approach & roadmap**
 - To accelerate the time to market the provision of services, a common approach to service definition and technology platform is required.
 - This project will identify and develop the strategy around a Service Oriented Architecture (SOA), supported by the implementation of a shared application, information and infrastructure platform
 - Modular design instead of large grained, monolithic applications
 - Utilization of Enterprise Services Bus (ESB)
 - Service-Oriented Modeling and Architecture for high level services definition
 - ServiceOntario has, over the last several years, migrated services to itself from ministries across the OPS. GSDC must demonstrate partnership in business value through the integration of these public access services in a way that ensures benefit realization and common customer/user experience.



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

- Resource and infrastructure requirements Guelph Data Centre Migration
- Task-based & Project-Based I&IT consulting services requests planned (e.g. OFB, TTL, MAPS etc)
- RFI for ONBIS Replacement
- RFI for Contact Center Technology



Contact Information

- Robin Thompson, CIO, Government Services Delivery Cluster, Robin.M.Thompson@Ontario.ca
- Kellie Scott, Head, Service Management, Kellie.Scott@Ontario.ca

