

**Chief Information Office  
2010-11 Statement of Mandate**

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## **1. Message from the Chief Information Officer (CIO)**

I am pleased to present the 2010-2011 Statement of Mandate for the Chief Information Office for the Province of Nova Scotia. The Office was created in April, 2009 with the mandate to plan, organize, and direct the efficient and effective use of information and information and communication technology across government. Included in the mandate is the responsibility for Information Management (IM) and the delivery of efficient, effective and secure Information and Communication Technology (ICT) services to the provincial government.

The Chief Information Office has a vital role in supporting the overall directions and objectives of government. This will be achieved through the development and implementation of IM and ICT strategies, policies, standards, and frameworks, and ensuring delivery of secure, productive and sustainable ICT services and solutions for government.

The success of the Chief Information Office, in turn, will enable more effective and efficient delivery of government programs, and improved quality and accessibility of services, moving the province toward a single window to government for the citizens, businesses, and jurisdictional partners of Nova Scotia.

This is an exciting time of change and opportunity for the Information Management and Information and Communication Technology community. We will work collaboratively to meet the challenges and ensure opportunities are realized for the benefit of all Nova Scotians. I look forward to providing the leadership and direction necessary to achieve the significant mandate of the Chief Information Office.

Holly Fancy  
Chief Information Officer for the Province of Nova Scotia  
Chief Information Office

## **2. Mandate**

The Chief Information Officer (CIO) is accountable for ensuring IM and ICT alignment with the plans and strategies of government; the management of risks as they relate to IM and ICT; optimizing the investment, use, and allocation of IM and ICT resources; maximizing the value of IM and ICT; and, maintaining effectiveness of IM and ICT.

## **3. Provincial IM and ICT Vision**

Information and technology will be used collaboratively, across government departments, throughout the broader public sector, and with its business partners, to effectively support the government=s business vision through:

### **Quality and Accessibility of Service**

Government will provide appropriate access to quality information and services through suitable channels to Nova Scotia=s citizens, businesses, and jurisdictional partners in support of a single window to government.

### **Sustainable Operation of Government**

Government will optimize the efficiency and effectiveness of its operations through collaboration, coordination, resource sharing, and the innovative use of information, communications, and technology.

### **Optimal Use of Information**

Every department and level of the Nova Scotia government will have the ability to leverage relevant, timely, and accurate information that supports informed decision making and accountability while respecting the privacy and security requirements for personal and confidential information.

## **4. Mission**

The Chief Information Office will plan, lead, organize and direct the efficient and effective use of information, communications technology, and information technology across government to ensure that we are doing the right things, doing them the right way, doing them well, and getting the benefits.

## 5. Performance Measures

Strategic Alignment - Increased the alignment of IM and ICT strategic plans with the plans and strategies of government				
OUTCOME	MEASURE	DATA	TARGET-2010-11	STRATEGIES to achieve target
IM and ICT strategic plans and government=s priorities are aligned	<p>Increase in the number of IM and ICT strategic plans that align with government=s priorities</p> <p>Number of recommendations addressed and initiatives implemented within approved strategies</p>	<p>Approved Plan(s)</p> <p>Implemented Recommendations</p> <p>Initiatives Implemented</p>	Increase over current levels	<ul style="list-style-type: none"> <li>☛ Advance Initiatives in the Corporate Technology and Information Strategic Plan</li> <li>☛ Produce Year1 Report Card</li> <li>☛ Transition to IM and ICT Governance Management Structures</li> </ul>

Resource Management - Optimize the investment, use, management, and allocation of IM and ICT resources (applications, technology, people, and information)				
OUTCOME	MEASURE	DATA	TARGET-2010-11	STRATEGIES to achieve target
Government investment, use, management and allocation of IM and ICT resources are optimized	<p>Number of Business Intelligence recommendations addressed</p> <p>Number of approved standards</p>	<p>Implemented recommendations</p> <p>Standard documents and approval minutes</p>	Increase over current levels	<ul style="list-style-type: none"> <li>\$ Address recommendations within the Business Intelligence Strategy</li> <li>☛ Advance the rationalization of application and technology architectures including the identification of corporate Infrastructure Service Management applications, standards for desktop and software installation.</li> <li>☛ Transition to IM and ICT Governance Management Committee</li> </ul>

<b>Value Delivery - Enable the efficient and effective delivery of existing and emerging IM and ICT services</b>				
<b>OUTCOME</b>	<b>MEASURE</b>	<b>DATA</b>	<b>TARGET-2010-11</b>	<b>STRATEGIES to achieve target</b>
Efficient and effective delivery of IM and ICT services	Increase the number of services and processes transitioned within ISM	Accountability data comparing results to transition plan	Complete transition of infrastructure services	<ul style="list-style-type: none"> <li>☛ Transition to IM and ICT Governance Management Committees</li> <li>☛ Complete the transition to Infrastructure Service Management Division</li> </ul>
	Increase in the number of service delivery related models established	Model frameworks and documentation	Complete the establishment of two new service model; CRM and training	<ul style="list-style-type: none"> <li>☛ Establishment of a Customer Relationship Model (CRM)</li> </ul>
	Increase in new ICT services/tools	New service description documentation	Expand ICT services/tools	<ul style="list-style-type: none"> <li>☛ Establishment of IT training model</li> <li>☛ Establish a corporate collaboration tool service</li> </ul>

<b>Enable appropriate access of information, while respecting privacy and confidentiality.</b>				
<b>OUTCOME</b>	<b>MEASURE</b>	<b>DATA</b>	<b>TARGET-2009-10</b>	<b>STRATEGIES to achieve target</b>
Access to information that respects privacy and confidentiality of individuals	Number of web site audits that comply to Website Privacy Policy	IM and ICT records	Complete audits	\$ Execute annual Web site audits and further communication
	Number of security recommendations addressed in the 08/09 Office of the Auditor General=s Report	IM and ICT records	Address additional 25% in year 2	\$ Chief information Office team address recommendations

## 6. Financial Context and Budget

<b>Chief Information Office</b>			
	<b>2009-2010 Estimate</b>	<b>2009-2010 Forecast</b>	<b>2010-2011 Estimate</b>
Program & Service Area	(\$thousands)	(\$thousands)	(\$thousands)
<b>Program Expenses:</b>			
Administration	186	185	485
Corporate Information Strategies	3,116	2,938	4,582
Infrastructure Service Management	14,241	14,012	16,970
<b>Total Program Expenses</b>	<b>17,543</b>	<b>17,135</b>	<b>22,037</b>
<b>Ordinary Recoveries</b>	<b>282</b>	<b>272</b>	<b>288</b>
<b>Provincial Funded Staff (FTEs) Net</b>	<b>180.0</b>	<b>172.0</b>	<b>190.0</b>