

**Chief Information Office
2011-12 Statement of Mandate**

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1. Message from the Minister

I am pleased to present the 2011-2012 Statement of Mandate for the Chief Information Office for the Province of Nova Scotia.

The public's need for faster, easier and greater access to quality services and programs through a variety of communications forms is a reality of today's world. It is critical that government meet these needs and does so in efficient and effective ways that enables government to live within its means.

The Chief information Office ensures that government gains maximum advantage from the technology and information available so that, in turn, government can achieve its goals for making life better for Nova Scotia families. The office examines the work it does to ensure that the services and solutions it provides are relevant to the needs of government clients. It also explores innovative and creative ways to deliver those services and solutions in pursuit of greater efficiency and effectiveness.

In the coming fiscal year, the work of the Chief Information Office will enable the departments and agencies of government to streamline services, improve productivity, and achieve their own service delivery goals.

Frank Corbett
Minister
Information Management

2. Message from the Chief Information Officer

The Chief Information Office has the mandate to plan, organize, and direct the efficient and effective use of technology and information across government. It is responsible for information management and the delivery of efficient, effective and secure information technology services to the provincial government.

The Chief Information Office has a vital role in supporting government's overall goals and priorities. This is achieved by developing and implementing information management and information technology strategies, policies, standards, and frameworks that support government's work, and by ensuring the delivery of secure, productive and sustainable technology services and solutions for government. The Chief Information Office's technology and information colleagues in departments throughout government are instrumental in helping the office implement government's technology and information objectives.

The Chief Information Office has five strategic technology and information priorities: accelerate government's transformation through technology; enable citizen-centered government through technology; maximize the value of information for better public service; capitalize on technology innovations to enable our workforce; and set a new service agenda for improved technology and information service delivery.

This is a time of great change and opportunity for the government's technology and information 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

3. Mandate

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

Provincial Technology and Information Vision

Technology and Information 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.

Mission

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

4. Government Priorities

The three core priorities of the government are:

1. Get back to balance and ensure government lives within its means
2. Make health care better for you and your family
3. Create good jobs and grow the economy

The Chief Information Office is an organization that provides technology and information strategic leadership, solutions and services to government departments and agencies. The Office's direct clients are internal to government.

The Chief Information Office will contribute to government's three core priorities by:

- transforming and re-engineering the way that it delivers technology services within government in order to achieve productivity gains and cost savings
- providing new and expanded technology solutions and services that enable and support government departments and agencies in advancing these priorities
- removing technological barriers to enable and support government departments and agencies in achieving the core priorities
- developing technology and information strategies, policies, standards, etc. that ensure technology and information solutions and services enable government priorities, support a lower information technology sustainment model and improve the quality and timeliness of these solutions and services

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-2011-12	TRENDS	STRATEGIC ACTIONS
Technology and Information Strategic Plan and government's priorities are aligned	Increase in the number of IM and ICT strategic plans that align with government's priorities	Approved Plan(s)	3	Establish Baseline this year	<ul style="list-style-type: none"> Introduce process for departments to create strategic plans aligned to the corporate level plan utilizing defined framework Produce operational plan outlining initiatives that enable and support the business of government Produce Year1 report card depicting progress on strategy and support departments in development of their departmental plans
	Number of recommendations addressed and initiatives implemented within approved strategies	Operational Plan	1 plan – multiple initiatives	1 per year	
		Report Card	1 report card – summarizing progress	1 per year	

Improved Client Support					
OUTCOME	MEASURE	DATA	TARGET-2011-12	TRENDS	STRATEGIC ACTIONS
Clients are supported in acquiring corporate services and achieving their IM and IT goals	Increase in the number of support tools provided by the Chief information Office (policies, standards, guidelines, frameworks, etc.)	The number of support tools created	5	Establish baseline this year	<ul style="list-style-type: none"> Communicate and distribute support tools to client departments including Audit Trail Framework and guidelines, Information Sharing and Privacy Guidelines, Updated Information Requirements Analysis Tool, ISM Service Catalogue, Governance Processes
	Effectiveness of the support tools created	Ongoing assessment of what tools are required and their effectiveness(planning, assessments, reviews, and audits)	3	Establish baseline this year	<ul style="list-style-type: none"> Conduct policy audits and surveys to assess tools effectiveness

Compliance to Technology and Information Directions					
OUTCOME	MEASURE	DATA	TARGET-2011-12	TRENDS	STRATEGIC ACTIONS
Compliance to technology and information directions will reduce risk, increase sustainability of the environment and provide higher value for investments	Increase in number of capital project architecture reviews in alignment with standards	Approved documentation of the Standards Committee	10	Baseline Year	<ul style="list-style-type: none"> • Establish Technology Reference Architecture • Establish the Architecture Review Process for TCA initiatives • Establish the Architecture Review team for TCA projects • Execute reviews

Simplify government's technology and information technical environment					
OUTCOME	MEASURE	DATA	TARGET 2011-12	TRENDS	STRATEGIES ACTIONS
A rationally simplified and standardized technical environment to maximize uptime to clients, minimize fix time and create opportunity for higher value services	Increase in number of technical standards approved by Standards Committee	Approved standards	8	4 in 2010-11	<ul style="list-style-type: none"> Establish standards team with priority setting processes
	Decrease in the number of technical configurations not directly linked to service delivery	Number of desktop configurations	Less than 10	Greater than 60 in 2010-11	<ul style="list-style-type: none"> Execute Innovation project Plan
		Number of File/Print/Email configurations	Less than 2 each	8 each	<ul style="list-style-type: none"> Execute Innovation Project Plan
		Number of Service Desks (software and geographic location)	1	4 in 2009-10 2 in 2010-11	<ul style="list-style-type: none"> Centralize service desk staff in one geographic location

6. Financial Context and Budget

Chief Information Office			
	2010-2011 Estimate	2010-2011 Forecast	2011-2012 Estimate
Program & Service Area	(\$thousands)	(\$thousands)	(\$thousands)
Program Expenses:			
Administration	485	505	695
Corporate Information Strategies	4,582	4,579	3,651
Infrastructure Service Management	16,970	16,428	21,502
Total Program Expenses	22,037	21,512	25,848
Additional Information:			
Ordinary Recoveries	(288)	(333)	(375)
Provincial Funded Staff (FTEs)	190	168	209