

Guiding Principles

The following principles guide our making of technology and information decisions in government:

Align to Government Priorities

Technology aligns with government priorities and departmental mandates addressing issues and opportunities identified.

Be One Team with One Vision

As a single-service provider to government, the technology and information community operates as one collaborative team, contributing to consistent, sustainable, effective solutions for the operations of government.

Think Long Term

Technology investments made today consider future directions and long-term implications as well as total cost of ownership and return on investment.

Simplify the Technology Environment

The technology and information community proactively simplifies technology environments to maximize the sustainability, reliability, and agility of its technology services.

Connect and Collaborate

Technology solutions support secure connectivity, interoperability, and collaboration for integrated solutions, improved access, and increased productivity.

Achieve Service Excellence

The technology and information community delivers excellent service by being responsive to client needs and providing timely, innovative, and relevant solutions.

Optimize the Use of Information Assets

Information is managed as a strategic business resource to provide optimal access, quality, integration, and value to the business areas of government, while at the same time ensuring appropriate protection and accountability to the public.

VISION

For the Technology and Information Community

Technology and Information will be used collaboratively, across government departments, throughout the broader public sector, and with their 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.

**For more information:
www.gov.ns.ca/cio**

Connecting the Future Today

**Technology and Information
Strategy for the
Province of Nova Scotia**

2010-2013


NOVA SCOTIA

Technology and Information Strategy for the Province of Nova Scotia

Government's Priorities

Better health care for you and your family

Create good jobs and grow the economy

Make life more affordable

Get back to balance and ensure government lives within its means

Key Business Themes

Innovate and Integrate Government Services

Advance Citizen-Centered Government

Harness the Power of Information

Empower Our Workforce

Excel in Technology and Information to Support the Business of Government

Technology and Information Strategic Priorities

Accelerate Government's Transformation Through Technology



- Align technology & information priorities with government's business needs and priorities
- Establish the Chief Information Office – accountability, strategic direction, governance and innovative service
- Build partnerships with the technology and information community
- Adopt leading practices
- Provide solutions to reduce technology barriers for data sharing & collaboration
- Develop an Enterprise Architecture Program

Enable Citizen-Centered Government Through Technology



- Provide a common technology-enabled environment where citizens and business can easily, safely and securely access government services.
- Provide capability for a consolidated & easy-to-use point of access to services and information
- Advance capability for integration and interoperability
- Deliver online a mechanism for citizen input

Maximize the Value of Information for Better Public Services



- Advance the Information Management Program
- Improve the management of structured data
- Advance the management of unstructured data
- Implement a business intelligence strategy
- Promote the use of geographic information systems
- Promote a common technical environment for cross departmental sharing
- Evolve a security framework

Capitalize on Technology Innovations to Enable Our Workforce



- Establish a common platform to promote broader collaboration and integration
- Increase process automation for workforce and productivity improvement
- Expand portfolio of core communications services
- Expand mobile computing solutions

Set a New Service Agenda for Improved Technology and Information Service Delivery



- Establish a customer relationship management model
- Define a service level management program
- Establish a tiered service delivery and management model
- Standardize, consolidate, and coordinate support of applications and infrastructure portfolios
- Identify opportunities for reducing environmental impact of technology