

Chief Information
Office

SERVICE PLAN
2002/2003 – 2004/2005



BRITISH
COLUMBIA

Chief Information Office

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A New Era of Government Service

Three-year service plans represent an important part of the government's commitment to open and accountable government. In August 2001, the government amended the *Budget Transparency and Accountability Act* to require government to table a three-year Strategic Plan and annual three-year service plans for ministries and government organizations with the provincial budget. These plans will ensure government and its individual ministries clearly outline their goals, and enable British Columbians to hold government accountable for its decisions and actions.

The government's three-year Strategic Plan articulates the government's vision: *British Columbia is a prosperous and just province, whose citizens achieve their potential and have confidence in the future.* It also establishes three strategic goals that are key to achieving the government's overall vision:

- A strong and vibrant provincial economy
- A supportive social infrastructure
- Safe, healthy communities and a sustainable environment.

This Service Plan details the Chief Information Office's mission and objectives, which support the government's strategic goals. The Service Plan also includes performance measures that will be used to assess the Chief Information Office's progress in achieving those objectives. Objectives and performance measures are a new initiative for ministries and government organizations. In some cases, as planning progresses, performance measures will become more detailed as they are further developed.

After the end of each fiscal year, the Intergovernmental Relations Secretariat will prepare a Service Plan report that will describe actual accomplishments for the year. The report will include a comparison of planned and actual results, from both a financial and performance measure perspective, and will allow the public to assess the government's performance.

In the years ahead, service plans and service plan reports prepared by government ministries and organizations will become the key tool by which government will manage public resources to ensure government programs are contributing, in a measurable way, to key government priorities in an efficient and effective manner.

The government's three-year Strategic Plan and ministries' three-year service plans will guide the reform of the province's public services so they meet British Columbians' needs. Measures to revitalize economic prosperity and protect and renew public services will lay the groundwork for a future of new opportunity for all British Columbians.

Accountability Statement

The 2002/03 – 2004/05 Chief Information Office (Office of the Premier) Service Plan was prepared under my direction in accordance with the *Budget Transparency and Accountability Act*. I am accountable for the basis on which the plan has been prepared. The plan was developed in the context of the government's *New Era* commitments, which are to be addressed by May 17, 2005. In addition, much of the Service Plan for the Chief Information Office is guided by Goal Number 1 of the Office of the Premier's Service Plan, which is:

Make B.C. a leader in electronic government to facilitate public participation throughout the legislative process, achieve more effective delivery of services at a lower cost, and improve access to services over the Internet.

All material fiscal assumptions and policy decisions as of January 28, 2002, have been considered in preparing the plan, and I am accountable for achieving the specific objectives in the plan.

A handwritten signature in black ink, reading "Gordon Campbell". The signature is written in a cursive style with a prominent loop at the end.

Honourable Gordon Campbell
Premier

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Strategic Context

Introduction

The Chief Information Office (CIO) has overall responsibility for the strategic direction and governance of information management and information technology (IM/IT). The office also supports strategies to enable B.C. businesses to operate in the global economy and to bridge the digital divide.

More specifically, the CIO has responsibility for:

- IM/IT governance;
- IM/IT legislation, policy, standards and architectures;
- IM/IT planning and investment monitoring; and
- government's transformation to electronic service delivery.

Vision

B.C. citizens prosper in a transformed, knowledge-based economy.

Mission

To provide leadership and direction to ensure that government manages its information and information technology resources effectively, supports the innovation

economy, promotes e-commerce and enables the electronic delivery of government services.

Values

- All individuals are treated with fairness, dignity and respect.
- Recognition is given to creativity, innovation, continuous improvement and risk-taking.
- Emphasis is placed on excellence, initiative and leadership by example.
- There is a strong belief in teamwork, collaboration, good working relationships, effective partnerships and open communications.
- The need for a balance between work and personal life is respected.

Planning Context

ENVIRONMENTAL SCAN

Macro Trends

- There is an escalating requirement for B.C. to diversify its economy and to compete globally.
- There is worldwide emphasis on developing information-based economies, and jurisdictions are competing to lead the way.
- The public expects electronic access to government.
- Both expectations and concerns exist about how technology in general and the Internet in particular are changing the world.
- Globalization is putting increased pressure on tax regimes, presenting a challenge to governments.
- While many British Columbians enjoy high connectivity, others still have inadequate access to advanced telecommunications services.

Key Strengths

- Awareness of information technology issues is increasing.
- Government has an information management and information technology strategic framework.
- Government recognizes the role technology can play in transforming the economy.
- The public and business communities have high connectivity on a national scale.

Key Challenges

- There is a need for greater recognition that information technology is an investment in government service delivery – not a cost.
- Government transformation must be accelerated to meet expectations.
- A culture that promotes IM/IT “best solutions” for government must be created.
- Changing workplace demographics will require the replacement of skills and intellectual capital.

Goals, Objectives and Performance Measures

GOALS

IM/IT Governance Structure

Goal 1: — Government has an IM/IT governance structure in place that meets its needs.

OBJECTIVES	STRATEGIES
1. Manage the overall governance framework for IM/IT	<ul style="list-style-type: none">• Define reporting relationships and responsibilities for IM/IT-related organizations and committees• Establish a government CIO forum and revise the role of the Advisory Committee on Information Management• Standardize the role and reporting relationship of CIOs within ministries• Establish an external advisory forum to provide advice to government on IM/IT
2. Ensure government's IM/IT policies and standards support program requirements	<ul style="list-style-type: none">• Establish or update IM/IT policies and standards• Ensure directives and information bulletins consistent with these policies are issued
3. Ensure government's business enterprise, IM/IT architectures support program requirements	<ul style="list-style-type: none">• Define appropriate business enterprise, IM/IT architectures
4. Promote compliance with IM/IT policies, standards and architectures	<ul style="list-style-type: none">• Review ministries' IM/IT plans and any IM/IT-related Treasury Board submissions

KEY PERFORMANCE MEASURES

- new governance responsibility structure defined
TARGET: fiscal 2001/02 year-end
- policies, standards and architectures updated
TARGET: ongoing

ELECTRONIC DELIVERY TO BRITISH COLUMBIANS

Goal 2: — Any government service that can be delivered electronically is available over the Internet to B.C. citizens and businesses.

OBJECTIVES	STRATEGIES
1. Promote and accelerate government electronic service delivery (ESD)	<ul style="list-style-type: none">• Establish timelines for ESD service implementations• Narrow the gap between what government delivers and what public/business expectations are• Review ministry action plans to ensure e-government advances are being made• Secure ongoing funding for e-government initiatives• Identify and remove any barriers (legislative, policy, procedural) to government ESD
2. Support the development of the infrastructure required for ESD	<ul style="list-style-type: none">• Promote and implement a government portal strategy• Define and implement payment methods• Ensure appropriate policies, standards and architectures are in place to support government ESD

KEY PERFORMANCE MEASURES

- How well citizens' expectations, as defined by survey, are met
TARGET: under development
- Number of government services offered electronically
TARGET: an additional two services per ministry offered electronically each year
- Awareness of government Internet services
TARGET: number of hits per week to *BC Connects* increased to 4,000 by the end of 2001/02; 10,000 by the end of 2002/03; and 25,000 by the end of 2003/04
- Services obtained electronically from government
TARGET: number of user IDs for government services increased 25% each year

ELECTRONIC BUSINESS

Goal 3: — B.C. citizens and businesses have the capability and confidence to do business electronically.

OBJECTIVES	STRATEGIES
1. Support the development of a legislative and policy framework to support e-business	<ul style="list-style-type: none">• Work with the ministries responsible to develop any legislation, regulations and policies required to facilitate e-commerce (e.g. private-sector privacy legislation)
2. Address the digital divide issue	<ul style="list-style-type: none">• Support the Premier's Technology Council• Support the development of recommendations to bridge the digital divide by partnering with the Ministry of Competition, Science and Enterprise
3. Increase the public's confidence that government is protecting personal information in the private sector	<ul style="list-style-type: none">• Support B.C.'s response to private-sector privacy issues

KEY PERFORMANCE MEASURES

- Number of B.C. citizens with access to digital telecommunications
TARGET: 80% within three years
- Number of government services offered electronically
TARGET: an additional two services per ministry offered electronically each year
- Amount of business being transacted over the Internet
TARGET: under development

IM/IT RESOURCES

Goal 4: — Government’s IM/IT resources are managed appropriately.

OBJECTIVES	STRATEGIES
1. Ensure government makes strategic and corporate investments in IM/IT	<ul style="list-style-type: none"> • Establish a corporate IM/IT investment strategy • Make corporate investments in IM/IT infrastructure • Assess IM/IT-related Treasury Board submissions • Ensure fair, open competition and promote private-public sector partnerships where appropriate
2. Monitor consistency with strategic direction, policies, standards and architectures	<ul style="list-style-type: none"> • Review ministry IM/IT plans on an annual basis • Monitor IM/IT acquisitions
3. Define and support the implementation of a shared services model for IT	<ul style="list-style-type: none"> • Ensure governance structure is in place for shared services model • With the Corporate Information Technology Services Branch, develop a plan to implement the model • Support implementation of the plan
4. Instil public confidence in the way government manages the information it holds	<ul style="list-style-type: none"> • Establish an IM policy/standards framework • Maximize information-sharing opportunities while protecting personal privacy
5. Foster an understanding of IM/IT within senior levels of government	<ul style="list-style-type: none"> • Develop an educational program to increase awareness of IM/IT benefits • Develop an executive development program for IM/IT

KEY PERFORMANCE MEASURES

- Corporate IM/IT investments
 TARGET: no ministry request for proposals issued for corporate infrastructure
- Review of ministry information resource management plans
 TARGET: completed each fall

Resource Summary

Resources: Chief Information Office

BRANCH	2002/03	
	BUDGET	FTEs
Chief Information Officer	\$1,535,812	6
Corporate Policy and Standards	\$360,372	4
Government Enterprise Architecture	\$384,816	3
E-government Initiatives	\$1,000	5
TOTAL	<u>\$2,282,000</u>	<u>18</u>