Ministry of Management Services
2002/03 - 2004/05 Service Plan Summary

Mission

To provide shared support services for government's internal operations and high-quality corporate programs so that government can better serve the people and businesses of British Columbia.

Strategic Shifts

In order to reduce duplication, cut costs and allow government resources to be freed up for direct taxpayer services, the Ministry of Management Services is leading two major shifts in the delivery of government's internal operations:

- Moving away from having common support services duplicated in many areas of government to having a single agency deliver them.
- Separating service delivery roles from governance roles.

Core Business

The core business of the Ministry of Management Services is to provide cost-effective and efficient support services and corporate information programs. This entails developing a program of shared services that will apply to all government ministries initially, and later be offered or applied to the broader public sector.

In addition, the Ministry offers Records Management, Corporate Privacy and Information Access, BC Stats, BC Archives, BC Online, Waste Buster, and the Management and Information Technology Library programs. These are related to the information management and access across government but are separate from the shared services agency. They enhance public access to government and protect the privacy of British Columbians. They will be managed in a similar way, with expanded use of the cost recovery business model where possible and a goal of enhancing client-centred services.

Details of the Ministry's core business areas are:

Finance and Administration Services
Provides the Ministry of Management Services as well as a number of other agencies and ministries with financial administration, personnel management, IT services, staff development and training, and other related services.

Procurement and supply services
Provides value-added supply solutions to government, largely on a fee-for-service basis. This includes the acquisition of goods and services, provision of printing, publishing and mail services, warehousing and distribution of office and speciality products, as well as responsibility for Government House. It also disposes of government's surplus assets and operates the "BC Bid" system to post opportunities for government contracts.

<u>Information technology services</u>
Offers common value-added services to public sector organizations, ranging from voice and data networks, electronic mail, information technology help desks, common application software support, and security and anti-virus protection.

Major Initiatives

- Developing a model and new agency for delivering shared support services for government's internal operations will take two to three years to complete. Shared service delivery will be phased-in over this period. Some services are ready to become shared services sooner than others and will be delivered by the ministry initially. However, once the shared services agency has been established, all shared services will be delivered by that agency.

- The Ministry's Information Technology, Finance and Administration, and Procurement and Supply divisions will become part of the shared services model. The Public Service Employee Relations Commission is developing a centralized shared service delivery model for government's human resource functions.

- The Ministry has a critical role in providing the necessary infrastructure to support e-government and is working with the Chief Information Office (CIO) and other ministries to develop e-government services.

- The Ministry is assessing tools to support open and fair tendering of government contracts and procurement. This will lead to increased access for contractors and suppliers and ultimately increase cost-effectiveness.

- The Ministry is reviewing the Freedom of Information and Protection of Privacy Legislation aimed at improving privacy protection while reducing overall compliance costs.

- The Ministry is guiding the introduction of privacy legislation that will apply to the private sector. This is a requirement in order to comply with federal legislation and standards to come into effect over the next few years.

- The Ministry is eliminating the following non-core program areas:
    - the Equal Opportunity Secretariat, because this agency has fulfilled its initial objective and similar services are provided by the Public Service Employee Relations Commission;
    - the Information Technology Career Access Office. Since the office was established the availability of qualified IT professionals has increased dramatically. Special measures are no longer required to attract and retain qualified staff.

Ministry Resources (million $)

	Fiscal Year				Percentage Change ***
	(restated estimates) 2001/02	2002/03	2003/04	2004/05	2001/02 to 2004/05
Protected Operating*	4	4	4	4	0%
One Time Operating (for Shared Services)	0	1	0	0	-100%
Base Operating* *	36	34	27	24	-34%
TOTAL OPERATING	40	39	31	28	-31%
FTEs	1204	1139	1027	986	-18%

* Protected Operating includes Government House and Enquiry BC.

* *A significant percentage of cuts made to meet our 35% target will be based on reduced demand (i.e. shrinking size of the public service). Therefore, our current budget submission does not specifically identify where these cuts will be made, but it's estimated that these reduced service demands will be about 65 per cent of the ministry's proposed budget reduction and are about 2/3 of our proposed cuts or $7.9 million.

*** Percentage change may differ due to rounding.

Attachment 1

Government Priorities relating to
Ministry of Management Services

New Era Commitments Achieved

- The Ministry established a "Waste Buster" Website for taxpayers to help identify, report and stamp out government waste.
- The Ministry restored open tendering on government contracts to allow fair competition for business.
- The Ministry is using on-line procurement technology to save costs and maximize taxpayers' value for money on all major government purchases.

Ongoing New Era Commitments

- The Ministry is developing online access to core services 24 hours a day, seven days a week (with CIO).
- With Office of the CIO, the Ministry is restoring BC as a world leader in e-government to give all citizens and businesses better on-line access to core services, 24 hours a day, seven days a week.
- The Ministry is cutting the cost of paper flow by digitising all government data, forms and information possible.
- The Ministry is eliminating administrative duplication and costs.

Key Projects (June 25, 2001 letter from the Premier)

- Implement a shared support services delivery system for government's internal operations that can potentially be expanded into the broader public sector in the future.
- Freedom of Information and Protection of Privacy Act. We are reviewing the Freedom of Information and Protection of Privacy Act with the goal of improving privacy protection while reducing overall compliance costs.