

**Office of the Premier
2002/03 to 2004/05 Service Plan Summary**

Mission

To achieve the New Era vision through leadership across government and in all Crown Agencies supported by leading edge technology, open and transparent communications and positive intergovernmental relations.

Strategic Shifts

FROM

TO

Coordination, micro-management and confidentiality.	→	Leadership, innovation, transparency and accountability.
Lack of clarity and responsibility for overall priorities and core services.	→	Government focused on key priorities with Ministers responsible for their delivery.
Ad hoc process for appointments to Crowns, Agencies, Boards and Commissions.	→	Clearly defined appointment process based upon merit. Crown Agencies have clear mandates and the Board leadership to achieve those mandates.
Fragmented service delivery models and methods for information management and information technology across government.	→	Integrated service delivery models and methods with an emphasis on e-services and implementation of shared services model.
Inconsistent effectiveness of BC's international, interprovincial relations.	→	Consistent cross government focus on, and pursuit of, productive intergovernmental relations.
Separate communications services in each Ministry.	→	Integrated network of services provided where and when needed.

Core Business Areas

Premier's Office and Executive Operations

Provides shared corporate leadership of government priorities and operational support including strategic planning, issues management, advising, communications & scheduling services; management of cross government issues; and, administrative support for Cabinet and Committees.

Crown Agencies Secretariat

Focuses on risk and macro-level oversight by providing central agency support to Ministers responsible for Crown corporations, Treasury Board and Cabinet on all major operational and strategic issues, including: analysing pricing, dividends, taxation, procurement and entrepreneurship policy; developing strategic business plans and capital projects; reviewing funding arrangements; and, providing compliance advice.

Chief Information Office

Drives the strategic technology agenda in government by providing leadership and consistency in the development of information management / information technology (IM/IT) policies and standards. Leads the e-government initiative and defines the IM/IT governance model.

Intergovernmental Relations Secretariat

Leads the development of priorities and management of relations between the government of British Columbia, the federal government, provincial governments, and other national and state governments; coordinates intergovernmental policy among Ministries; and, manages protocol, events and honours.

Premier's Technology Council

Advises the Premier on key technology issues including providing recommendations on: the removal of barriers that keep many British Columbians from participating in the knowledge-based economy; areas where technology can improve government efficiency; and, ensuring the growth of a globally competitive technology industry.

Progress Board

Sets and measures performance benchmarks for the provincial economy; identifies issues important to the future economic prosperity of British Columbia; and, advises the Premier on strategies, policies and actions necessary to improve British Columbia's economic performance.

Public Affairs Bureau

Ensures information is accessible to British Columbians by providing: program communications; managing government website information; providing multicultural liaison services; and, managing the broadcast of open cabinet meetings.

Leads and coordinates government communications. Provides government clients with a variety of communications services including: strategic communications planning and advice; issues management and media relations; media monitoring; writing services; electronic communications services; advertising; graphic design; and, research and event coordination.

Major Initiatives

Premier's Office and Executive Operations

- Complete Core Services Review and oversee implementation of recommendations.
- Develop Government's Strategic Plan and drive the transformation process in government.
- Coordinate cross-government initiatives.
- Lead and coordinate effective decision-making processes.

Chief Information Office

- Manage the overall governance framework for IM/IT within government ensuring consistency and support of program requirements.
- Promote and accelerate government electronic service delivery.

Crown Agencies Secretariat

- Implement a new governance and accountability framework for Crown Agencies.
- Implement and refine revised service planning, measurement, and reporting processes based on best practices.
- Manage the process and outcomes of the Core Services Review of Crown Agencies.
- Reduce the number of unnecessary Crown Agencies.
- Achieve a more efficient and reduced structure as Crown Agencies Secretariat moves from hands on management to oversight and support of Crowns.

Intergovernmental Relations

- Develop and implement a pro-active, government-wide approach to federal/provincial relations, which will result in measurable progress on British Columbia's agenda with the federal government.
- Lead development of the national policy agenda by representing provincial/federal priorities forcefully and effectively on the national scene.
- Improve the effectiveness of B.C./U.S. relations.
- Strengthen and support cross-government coordination on international matters.
- Strengthen B.C.'s Asia-Pacific relations.
- Advance key government priorities through the provision of excellent protocol and events services.
- Transfer responsibility for tours of the Legislature to the Speaker of the House.

Premier's Technology Council

- Develop recommendations to broaden the network infrastructure to all communities and to address obstacles for public access and digital literacy.
- Develop recommendations to increase public access to government programs and services and the effectiveness and efficiency of service delivery through e-government and better use of technology.
- Develop recommendations to attract, develop and retain technology skills in BC.

Progress Board

- Determine specific measures for economic growth and relevant jurisdictions for comparison with input from experts and the public.
- Apply the measures and make recommendations to the Premier based on the results.

Public Affairs Bureau

- Achieve efficiencies through the pooling of resources and skills and the elimination of duplication.

Office Resources (million \$)

	Fiscal Year				Percentage Change* 2001/02 to 2004/05
	(restated Estimates) 2001/02	2002/03	2003/04	2004/05	
Total Operating Expenses	56	50	43	36	-37%
FTEs	470	392	386	382	-19%

* Percentage change may differ due to rounding.

Government Priorities relating to the Office of the Premier

☑ New Era Commitments Achieved

- Supported the Fiscal Review Panel in the comprehensive audit of the Province's finances within 90 days.
- Developed Core Services Review Guidelines for Crowns and Ministries and completed the review of all Ministries and key Crown Agencies.
- Established a new system of decision-making that allows Members of the Legislative Assembly a meaningful role in policy development and service planning.
- Invited all Members of the BC Legislature and BC Members of Parliament to hold annual joint conferences aimed at publicly identifying and overcoming issues of regional alienation within Canada and BC.
- Ensured direct Crown accountability to the Select Standing Committee of the Legislature on Crown Corporations by having the Crown Agencies Secretariat as the key government liaison.
- Developed guidelines for Crown Corporations for the preparation of Government Organization Service Plans, including performance measures that will be tabled with the Provincial budget on February 19, 2002.
- Established a new Premier's Council on Technology and received recommendations on strategies to help bridge the digital divide.
- Held open Cabinet meetings at least once a month to ensure that Cabinet decisions on land use issues like those involving the Agricultural Land Reserve, new parks, land claims and major capital decisions are decided in public.

New Era Commitments Included in 02/03 – 04/05 Service Plan

- With the Ministers Responsible, advise on the public policy rationale, role of government, alternative service delivery models, accountability measures and implementation plans for key Crown agencies in support of the following commitments:
 - introduction of greater competition in auto insurance to create increased choice and reduce motor vehicle premiums;
 - restoration of an independent BC Utilities Commission;
 - establishment of regional transportation authorities;
 - promotion of clean and renewable alternative energy resources;
 - stopping the expansion of gambling; and,
 - aggressively supporting and championing British Columbia's bid to host the 2010 Winter Olympics.
- Advocate for provincial control over the management of revenues of BC's offshore fisheries to improve fisheries management and protect fishery jobs.

- Work with the federal government to:
 - restore all of the health care funding withdrawn through budget cuts;
 - work with the Federal Government increase program funding to solve aboriginal urban challenges and build capacity in aboriginal communities.
 - ensure BC receives its fair share of federal tax dollars through a more equitable distribution of federal government transfer payments and contracts
- Work with other provinces to negotiate a more equitable federal equalization program that is consistent with the Constitution.
- Push to eliminate interprovincial trade barriers.
- Help bridge the “digital divide”.
- Have the fastest growing technology industry in Canada.
- Give all citizens and businesses better on-line access to core services.
- Work with communications companies, Internet Service Providers and local communities to rapidly bring high-speed Internet access to all communities in BC.
- Make BC a leader in electronic government, to facilitate public participation throughout the legislative process, improve efficiency, and improve access to services over the Internet.
- Expand the preparation of government data and information in digital formats, to increase freedom of information and help reduce the cost of paper flow and bureaucratic bottlenecks.

Key Projects Included in 02/03 – 04/05 Service Plan

- Prepare a summary of federal-provincial issues and propose a strategy for advancing BC’s position in a coordinated and effective way.
- Establish an ongoing program to enhance BC's working relationships with other provincial and federal institutions.
- Coordinate a program of cooperation with Washington, Oregon, Idaho, Alaska and California.
- Finalize new service delivery framework for Public Affairs.
- Update strategic plan for Government.