Enterprise Content Management Solution Planning

Presentation to IM Aware March 16, 2018
# One Government Vision

**PRR**  
**Process Review and Renewal**  
Modernize business processes with leading practices, enabled by a new Enterprise Resource Planning (ERP) system

**WHAT**
- Corporate functions are managed differently in each ministry
- Includes management of finance, information/analytics, human capital, and supply chain

**WHY**
- Ministries use different processes to make ministry-specific IMT decisions
- Sector model will enable data sharing, more collaboration, reduced duplication, and cost savings

**HOW**
- Information gathered via workshops held with subject matter experts from across GOA
- Ministries grouped into sectors based on common IMT needs, led by Sector CIO under SA

**WHEN**  
May 2017 – January 2019

**WHO**  
ADM Martin Chamberlain (SA) and Transformation Management Office

**IMT**  
**IMT Governance Transformation**
Sector approach to IMT decision-making and service delivery

**WHAT**
- Ministries use different processes to make ministry-specific IMT decisions
- Sector model will enable data sharing, more collaboration, reduced duplication, and cost savings

**WHY**
- Ministries use different IT infrastructure and applications
- Currently 27 data centres that are aging and difficult to maintain

**HOW**
- Ministries grouped into sectors based on common IMT needs, led by Sector CIO under SA
- Single network
- Single domain
- Three data centres

**WHEN**
July 2017 – February 2019

**WHO**
ADM Mark Brisson and Service Modernization Division (SA)

**EIE**  
**Enterprise IT Environment**
One GOA-wide IT infrastructure environment

**WHAT**
- Ministries use different processes to make ministry-specific IMT decisions
- Sector model will enable data sharing, more collaboration, reduced duplication, and cost savings

**WHY**
- Ministries use different IT infrastructure and applications
- Currently 27 data centres that are aging and difficult to maintain

**HOW**
- Ministries grouped into sectors based on common IMT needs, led by Sector CIO under SA
- Single network
- Single domain
- Three data centres

**WHEN**
September 2017 – September 2020

**WHO**
ADM Mark Brisson and Service Modernization Division (SA)

**HT**  
**HR Transformation**
One government, one employer, one HR system to ensure an integrated HR system that is relevant, effective, and cost efficient

**WHAT**
- Need for central guiding vision, strategy, governance, and common principles, tools and practices
- Variable service levels, HR resourcing, and inconsistent experiences

**WHY**
- Partnering with people leaders to promote strong leadership and governance, deliver effective, efficient and consistent services, support an agile and engaged workforce, and leverage technology

**HOW**
- Partnering with people leaders to promote strong leadership and governance, deliver effective, efficient and consistent services, support an agile and engaged workforce, and leverage technology
- One government, one employer, one HR system to ensure an integrated HR system that is relevant, effective, and cost efficient

**WHEN**
July 2017 – March 2019

**WHO**
ADM Anne Clayton, Public Service Commission and HR Directors’ Council

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The Transformation Management Office (TMO) provides support to all transformation initiatives, and leads the PRR initiative.

CIO = Corporate Information Officer; HR = Human Resources; IMT = Information Management and Technology; IT = Information Technology; PSC = Public Service Commission; SA = Service Alberta; TBF = Treasury Board and Finance
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“Information is: collected once; managed digitally in an open and secure environment; accessible; and used to its fullest potential.”

One Government: Changing the way we work to improve the lives of Albertans.
What is ECM?

- ECM is not a single system
- ECM usually is a group of aligned systems
- ECM is about ‘unstructured’ information

### Unstructured information

**Used by humans**
- Images
- Office documents
- Graphics and drawings
- Print streams
- Web pages and content
- E-mail
- Video
- Rich media assets

### Structured information

**Processed by systems**
- Databases
- Ordered data
- Sales and invoicing
- Accounting
Why do we need ECM?
Why ECM?

**ENTERPRISE**
Becoming:
- Mobile
- Global
- Open
- Engaged
- Agile
- Adaptive

**CONTENT**
Becoming:
- Complex
- Invaluable
- Viewed as asset
- Source of advantage

**MANAGEMENT**
Becoming:
- Social
- Collaborative
- Open
- Flexible
- Inclusive
Benefits

• The benefits for the GoA include:
  • Reduces information duplication
  • Reduces risk of unmanaged information
  • Increases business continuity
  • Increased accessibility and accuracy of information
  • Allows for more automation of business processes

• The benefits for Albertans include:
  • Increased accessibility - more services delivered digitally
  • Increases business continuity – information availability in times of disaster.
  • Information is collected once – and will be reused government-wide to deliver GoA online services.
Current ECM Challenges

- Manual intensive processes that are ineffective and inefficient in achieving business objectives;
- The collection of duplicate information from Albertans across and even within Departments;
- An inability to locate and access required information to provide high-quality service delivery;
- An inability to demonstrate consistent, government-wide compliance with relevant information acts and regulations; and
- High total cost of ownership and low return on investment for information management (IM) process automation.
# ECM Solution Planning Roadmap

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Current State

ECM Functionality: Importance to Operations and Level of Current Use

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<th>Metric Value</th>
<th>Level of Importance</th>
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<tr>
<td>3</td>
<td>Critically important (i.e. vital to operations)</td>
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<td>2</td>
<td>Moderately important</td>
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<td>1</td>
<td>Desirable, but not mandatory</td>
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# Environmental Scan

## Overview

- **Single ECM Solution**: A single, enterprise-wide ECM has been implemented across all departments and/or ministries.
- **Pre-Qualified Solutions**: Departments or ministries choose the ECM solution (from a list of prequalified vendors) that best meet their unique needs.
- **Department-Specific Solutions**: Individual ministries or departments implement ECM solutions, with guidance from a centralized department.

## Jurisdictions

- Government of British Columbia
- Government of Ontario
- Government of Canada
- Bell Canada
- Pearson
- New Zealand Government
- New South Wales Government
- Government of Australia
- Government of the United States

## Highlights

- **Single ECM Solution**: Standard requirements are identified across all ministries or departments, and one solution enables content to be managed.
- **Pre-Qualified Solutions**: Individual departments and ministries are responsible for assessing their requirements against the available solutions, and select the most appropriate option.
- **Department-Specific Solutions**: Departments and ministries have information, directives and policies to help inform their decisions, and to ensure compliance with the Government’s ECM strategic direction.
The Case for ECM

• Standardized, reliable, effective and efficient automated processes to support government-wide IM is a common requirement across all GoA Departments.
ECM Solution Planning Project

Purpose
• The most optimal approach to achieving a government-wide ECM solution

Rationale
• Economies of scale and the cost advantages
• Improve the experience of Alberta’s public sector employees
• Increase productivity

Scope
• Not solely defined by a solution or technology
• Robust change management
The Future

• Automatic records declaration processes
• Both manual or automated classification and metadata application
• The use of intelligent capture
• Move towards cloud-based applications
• Mobile frameworks
• Search for content outside the ECM
• Use machine learning
• Edit content offline
• Enhanced reporting and analytics capabilities
Questions?

**ECM Solution Planning Project**

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Service Alberta Enterprise Information Management Update (March 2018)

Policy

- Proposed amendments to the Records Management Regulation are not going forward at this time. A five-year extension to the expiry date is expected; this will allow time to build out a comprehensive overarching piece of legislation to address the overall management of information.
- We appreciate insightful comments and questions from the IM community on the proposed amendments, and this feedback will be included in the development of policy instruments going forward.
- Supported by the Deputy Minister of Service Alberta, one of these instruments is a new Data and Information Management Policy. A draft is currently in development, and we look forward to your ongoing feedback and support.

Standards Update

- Digitization Standard - This standard is currently being revised to reflect current best practices and updates to international and federal standards.
- Data and Information Security Classification Standard – Plans are currently in development to enhance this standard and its supporting guidance. The classifications and their definitions are not changing. You may be invited to participate in this work.

File Room Management

- To improve service delivery and maximize limited physical space in the file rooms, the File Room Management (or FRM) unit has established a special project team to assist with cleaning up file rooms.
- This initiative will allow FRM to disposition records that are behind schedule, retain and identify active records, assist in inventory audits, and empty temporary storage areas; resulting in secure, well organized file rooms.
- The special project team officially launched at the beginning of February 2018 and the first project is with Justice, Legal Services file room at Peace Hills Trust.

ARTS Upgrade Project

- As the ARTS upgrade project unfolded it became clear that there are many policy/business rule questions that needed to be addressed that went beyond the scope of the current project.
- To identify common ways of working together, the Deputy Minister of Service Alberta reached out to his colleagues in January and established the Action Request Tracking System (ARTS) Policy Steering Committee.
- This ADM/executive director level committee, which includes departments with highest AR volumes, will provide direction on policy questions surrounding ARTS and set enterprise-wide standards and rules regarding the purpose and use of ARTS.
- The Senior Assistant Deputy Minister, Transformation Management Office, Service Alberta, chairs the committee and the Deputy Ministers’ Corporate Services Innovation Committee (DM CSI) provides executive sponsorship.
ServiceLink and Service Catalogue

- Details of services provided by the IM branch have been updated in the Information Management category on ServiceLink and Service Catalogue (login required).
- ServiceLink provides details on services provided to the Government of Alberta by Service Alberta. Service Catalogue is a more detailed listing of services and includes pricing, conditions for obtaining service, service delivery levels, and roles and responsibilities.
- In ServiceLink, our service delivery categories now reflect our current functional groupings – digital information management, information governance and architecture, physical records management, and training.
- Minor edits to service descriptions in Service Catalogue reflect changes in service options, process, and/or contacts.
- I encourage you to visit both sites to familiarize yourself with the service offerings in Information Management.

IM Community Announcements

Cloud Service Policy

- The Cloud Service Policy was approved by Deputy Ministers’ Council in December. The purpose of the policy is to provide clear direction and establish the principles and guidelines to enable adoption of Cloud services. Adoption of Cloud services is important for the GoA to transition to digital government and transform service delivery.
- The expected outcomes are increased clarity and agility in the process of acquiring, deploying and managing Cloud Services, and better risk management as it relates to information, contracts, fees and services.

IMT Governance

- Work continues on building out the sector model and sector CIOs have been named for Environment and Resources, and People, Families and Communities.
- A reminder to check the TMO website (tmo.alberta.ca) regularly for the latest news on IMT Governance and all other transformation initiatives.