2022–23
Annual Report

Office of the Chief
Information Officer

Newfoundland
&
Labrador

As Minister Responsible for the Office of the Chief Information Officer (OCIO), I am pleased to present the 2022-2023 Annual Report, including objectives from April 1, 2022, to March 31, 2023. This report has been prepared in accordance with the Government of Newfoundland and Labrador's **Transparency and Accountability Act**, and as Minister Responsible, I am accountable for the reported results.

This fiscal year was the final year of the 2020-2023 Business Plan and the OCIO was successful in implementing all its objectives. The Provincial Government has taken a client-focused approach to online service delivery by creating an experience that focuses on residents and businesses throughout the province. We are constantly evolving and improving how to make MyGovNL and other online services a positive user-friendly experience. We are also improving government's website to make it more efficient and intuitive.

The Government of Newfoundland and Labrador is committed to expanding our online services, ensuring accessibility, and constantly improving service delivery for our residents and businesses. The OCIO will continue to lead the modernization of the delivery of government services.

Hon. Sarah Stoodley
Minister of Digital Government and Service NL
Minister Responsible for the Office of the Chief Information Officer

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Departmental Overview

The Office of the Chief Information Officer (OCIO) provides professional Information Technology (IT), Information Management (IM) and Information Protection (IP) capabilities to support the business of the Government of Newfoundland and Labrador.

Organizational Structure

The OCIO is comprised of three branches: Application and Information Management Services (AIMS), Operations and Security and Corporate Services and Projects.
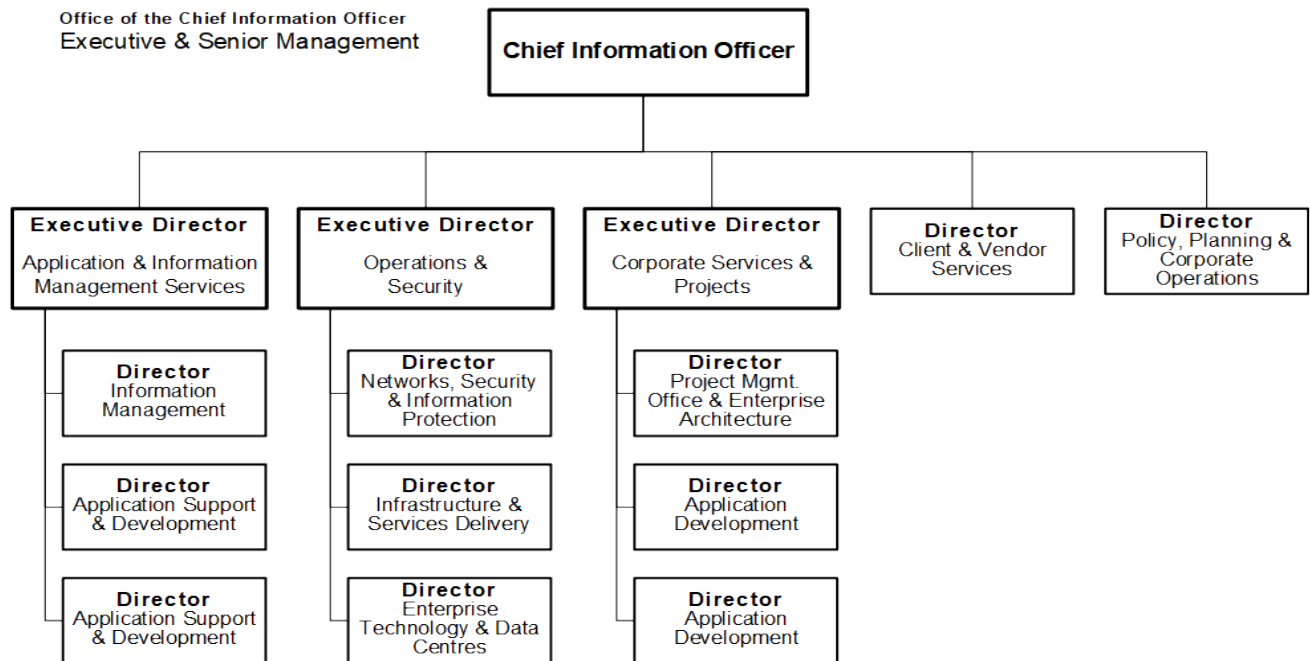

Figure 1 - OCIO Executive and Senior Management

The Application and Information Management Services Branch provides overall leadership and vision for government's application services, including application support, enhancement, maintenance, protection and database administration. The Branch also develops IM directives, standards, procedures and guidelines, and provides advisory services and support to government departments and other public bodies. The Branch is responsible for the administration of the **Management of Information Act**, providing government-wide advice and guidance on IM activities and initiatives.

Operations and Security Branch provides support, maintenance and security services to ensure the integrity and availability of government's IT infrastructure and information resources. This includes computers, mobile devices, networking, storage, data backup, server infrastructure, enterprise data centre, enterprise infrastructure applications and related technologies. The Branch is responsible for the OCIO's IP program and related advisory services, which support government-wide IP initiatives.

Corporate Services and Projects Branch is comprised of three divisions: Corporate Services, Client and Vendor Services and Projects.

Corporate Services Division is responsible for OCIO's internal business operations including financial management (budget preparation and monitoring), vendor contract management, human resource planning, IT procurement oversight, Cabinet support, facilities management and occupational health and safety.

Client and Vendor Services Division is primarily responsible for engaging and collaborating with departments to set strategic IT direction, assisting with the prioritization of departmental IT spending, managing the interests of client departments, and supported agencies, acting as a liaison with the local IT industry and managing vendor relationships. The division is also responsible for planning, monitoring and reporting for the OCIO.

Projects Division is responsible for the delivery of IT solutions to government departments and supported entities using project management best practices and standards, while striving to reduce technology complexity by promoting integration of systems and data, reducing duplication and supporting standardization of processes and systems. The projects division works in collaboration with Digital Government and Service NL to define the overall digital government strategy. This area is responsible for the delivery of government technology projects and solutions, including MyGovNL, the online digital service delivery platform, in support of a more efficient public service for residents and businesses.

Staff and Budget

The OCIO's head office is located at 40 Higgins Line in St. John's. There are six regional offices located in Clarenville, Corner Brook, Gander, Grand Falls-Windsor, Happy Valley-Goose Bay and Stephenville.

Breakdown of staff and budget by division for fiscal year 2022-2023 are detailed below:

Division	# of employees	Budget
Application and Information Management Services (AIMS)	113	$10,308,600
Operations and Security	117	$19,283,900
Corporate Services and Projects	65	$23,693,100
Total	**295**	**$53,285,600**

Source: Main Estimates, Finance Department

Vision

The vision of the OCIO is to enable the business of government by establishing an inclusive, modern workforce providing industry class daily support, modern technology and IM services to the public service and citizens of Newfoundland and Labrador.

Mandate

The OCIO operates as an entity within the Executive Council and is governed by the **Executive Council Act** and is responsible for:

- information technology and IM coordination, planning, budgeting and policy development;
- customer support daily to line departments;
- cyber security protection to the Government of Newfoundland and Labrador technology assets;
- developing and operating computer systems and infrastructure for government departments, agencies, boards, and commissions that are directly supported by the administrative support services of departments;
- expenditures and procurement of IT goods and services;
- administering the **Management of Information Act**;
- managing IT-related agreements and contracts;
- providing consultative services, particularly in the areas of IM; and
- working collaboratively with the private IT sector to maximize business opportunities while meeting the IT and IM needs of government.

Lines of Business

In delivering its mandate, the OCIO provides the following lines of business to its clients:

- IT projects/solution delivery;
- application support and maintenance;
- IM services; and
- infrastructure operations and security.

Further information about the OCIO, including its vision, mandate, and client departments can be found at: www.gov.nl.ca/ocio/office/.

Highlights and Partnerships

The OCIO works in partnership with government departments, supported public bodies and the IT industry on initiatives that address the IT and IM/IP needs of government. Through these shared partnerships, the OCIO addresses the key strategic objectives outlined in its 2020-2023 Business Plan.

During 2022-2023, the OCIO continued to work with its Managed Service Provider (MSP) to partner with private sector and other IT vendors to maximize opportunities to meet the IT and IM/IP needs of government departments.

The OCIO also maintained engagement and communication with the broader IT sector.

Highlights

During 2022-2023, the OCIO was responsible for managing a large portfolio of IT projects for departments and supported public bodies. The Corporate Service and Projects branch completed 14 projects, 10 new websites and eight website enhancements for client departments.

Between April 1, 2022, and March 31, 2023, the MyGovNL platform continued to grow. As of March 2023, MyGovNL recorded 264,000 registered residents or users.

Over the last year, MyGovNL has been used to process:
- 46,000 Medical Care Plan (MCP) renewals;
- 297,000 vehicle renewals;
- 50,000 driver licence renewals;
- 21,000 online driver exam tests;

- 12,000 driver record requests; and
- 15,000 domestic wood cutting permits.

The OCIO piloted and implemented Microsoft365 (M365) throughout the organization with plans to implement government-wide in 2023-2024.

The OCIO's AIMS branch continued to implement upgrades to critical applications and technologies. Specific highlights include:

- upgraded budgeting and financial management technologies;
- implemented a security feature for financial payment application;
- implemented a sugar sweetened beverage tax in the tax administration management system; and
- completed work on two significant Department of Finance rebate programs (home heat oil and cost of living).

The Corporate Services and Projects branch implemented a number of projects in 2022-2023. Specific projects include:

- Server Upgrade Project - Phase III;
- licensing, permits, and inspection implementations for various departments including Digital Government and Service NL, Fisheries, Forestry and Agriculture and Justice and Public Safety;
- human resource management system; and
- centralized online webpage with a comprehensive list of all Government of Newfoundland and Labrador transactional services available for residents of Newfoundland and Labrador.

The Operations and Security branch had many successful accomplishments in 2022-2023, highlighted below:

- implemented subsequent additions to the service menu of a new secure collaboration solution for higher sensitivity content;

- deployed a proof-of-concept internet service to provide fast links for sites where service was previously unavailable;

- upgraded key production storage infrastructure to provide performance improvements;

- expanded OCIO Service Desk capabilities to automate processing of service requests received by email;

- enhanced desktop security;

- hosted education and awareness information sessions across government departments and public bodies supported by the OCIO to promote cyber security; and

- distributed cyber security awareness information packages to government departments.

Partnerships

The OCIO engaged with IT partners and vendors to address several key areas:

- provided opportunities for approximately 80 registered private sector IT vendors through government's MSP;

- engaged additional vendors as needed to meet government's needs; and

- partnered with federal cyber partners.

The table below outlines major expenditures to/through IT vendors:

Service	Total Expenditures
Professional services	$7,140,209.18
Datacentre operations	$429,840.80
Managed security services	$564,000.00
Mainframe	$2,258,676.00
Wide area network	$1,533,648.80
Oracle support	$2,406,945.44
Microsoft	$4,014,311.90
Vaccine passport solution	$296,000.00
Enterprise license agreement	$636,344.00
IBM passport advantage renewal	$714,155.00
IBM (storage and hardware)	$1,982,649.00
Laptops and docking station	$1,749,210.00
Total	**$23,725,990.12**

Report on Performance

March 31, 2023, concluded the period covering the department's Business Plan for 2020-2023. In accordance with the **Transparency and Accountability Act**, this section is an account of the OCIO's progress in meeting the 2022-2023 objectives and accompanying indicators as outlined in the 2020-2023 Business Plan. Indicators for plan objectives outlined below were developed by senior management and identify activities to address planned results.

Issue 1: Value

To continue improving public service efficiency and value, government's technology solutions and services must also continue evolving.

The OCIO continuously monitored government's technology landscape and as old technologies are gradually superseded, new technologies offer opportunities for more innovative and efficient services, as well as enhanced features and functionality.

During the planning period, observing industry standards and best practices assist in identifying and addressing key technology opportunities and upgrades. This optimizes the value invested in its technology platforms and software applications through technology reuse, maximizing the service life of key aging infrastructures and providing IT and IM/IP advisory services to government.

2020-2023 Goal Statement

By March 31, 2023, the OCIO will have enhanced the capability of key IT technologies and refreshed the IM policy framework used by government to continue supporting the needs of residents and businesses.

2022-2023 Objective

By March 31, 2023, the OCIO will have improved core enterprise technology and continued to provide IM/IP and advisory services.

2022-2023 Indicators and Accomplishments

Indicator (Planned)	Accomplishments (Actual)
Further recognition of infrastructure(s) requiring technology upgrades	- The OCIO evaluated existing software and hardware implementations. - The OCIO identified and upgraded key infrastructures.
Update the technology reuse model	The OCIO outlined a plan to modernize various technology platforms.
Enhance IM policy framework	The OCIO has reviewed and revised numerous IM directives and guidelines.

Discussion of Results

Between April 1, 2020, and March 31, 2023, the OCIO was successful in enhancing the capability of key IT technologies and refreshing the IM policy framework.

The OCIO successfully upgraded several key technologies including Motor Registration, MCP and Student Aid. OCIO upgraded government's financial and security system infrastructure and database technology. The OCIO also upgraded several government back-end technology components, upgraded the uninterrupted power supply solution for several government locations and ever greening of laptops continued.

The OCIO has implemented an enterprise architecture assessment process into the project System Development Life Cycle to identify technology re-use candidates.

The OCIO IM services division reviewed and revised numerous directives and guidelines as of March 31, 2023. Changes and enhancements to the policy framework were addressed and reflected through the IM professional practice communities, distribution of content on the OCIO website, delivery of awareness materials and the annual IM Month campaign.

Issue 2: Service

Residents expect government to use the best available data when making evidence-based decisions with respect to policies, programs, and services. They also expect government to use the best available technology when providing resident-centric services when and where they need it.

As part of its strategic direction, the Government of Newfoundland and Labrador endeavours to facilitate better living for its residents. To that end, the OCIO continually worked to expand and improve government services delivered through digital channels.

2020-2023 Goal Statement

By March 31, 2023, the OCIO will have expanded and improved government services delivered through digital channels.

2022-2023 Objective

By March 31, 2023, the OCIO will have continued to expand and improve digital services to key stakeholders.

2022-2023 Indicators and Accomplishments

Indicator (Planned)	Accomplishments (Actual)
Improve the implementation of a credential management solution	• The OCIO supported the proof of concept of the National Digital Trust Service Pilot.
Further implementation of new online services to key stakeholder groups	• The OCIO launched a centralized government services list for residents to access and partnered with: i. Digital Government and Service NL and the Insurance Bureau of Canada to launch a digital Insurance Validation Program; ii. Fisheries, Forestry and Agriculture to launch an updated Crown Lands website; and, iii. Immigration, Population Growth and Skills to launch the Ukrainian Settlement Service.

Further develop the Digital Service Standards and Playbook to guide government's approach to reusable digital service design and development	• The OCIO streamlined and standardized the Digital Service Standards and Playbook.

Discussion of Results

Between April 1, 2020, and March 31, 2023, the OCIO was successful in expanding and improving digital services to key stakeholders.

The OCIO launched a new centralized online location that provides residents with a comprehensive list of all available transactional services currently offered by the Government of Newfoundland and Labrador.

The OCIO, partnered with Digital Government and Service NL and Treasury Board of Canada Secretariat to support the development of a pilot that focuses on age verification to purchase a restricted product or enter a place of business. The OCIO, along with Digital Government and Service NL, also launched a digital Insurance Validation Program, to improve how Motor Registration determines whether a vehicle is covered by mandatory insurance. The program automates verification with the Insurance Bureau of Canada that a Vehicle Identification Number matches the information on file with Motor Registration.

The OCIO partnered with Fisheries, Forestry and Agriculture to launch an updated, more accessible, and user-friendly website offering clients better access to Crown Lands information and services, including applying for Crown Lands, adverse possession, titles, lands available, Provincial Land Use Atlas and FAQs.

The OCIO partnered with Immigration, Population Growth and Skills to launch the Ukrainian Settlement Service Registration form, aimed to connect Ukrainians intending

to travel to Newfoundland and Labrador with government service and settlement supports from the Association for New Canadians. The new registration form is key in helping Ukrainians with supports they require when arriving in the province.

Digital Service Standards are a list of criteria that governments must meet when providing digital services. A digital playbook is a series of strategies and techniques to ensure an organization is successful in the digital field. OCIO uses the Digital Service Standards and Playbook to guide government's approach to reusable digital service design and development. As an example, the OCIO has formed a customer/user experience team to provide a consistent, modern, standard look and feel across the Government of Newfoundland and Labrador's web services and to empower project teams to improve the overall user experience of online services.

Issue 3: Security

The protection and security of confidential resident and business information is important. The OCIO worked diligently to safeguard and responsibly manage this information.

2020-2023 Goal Statement

By March 31, 2023, the OCIO will have strengthened government's cyber security posture in response to evolving technology and security risks.

2022-2023 Objective

By March 31, 2023, the OCIO will have continued to evolve government's cyber security service and provide additional cyber security education and awareness to government staff.

2022-2023 Indicators and Accomplishments

Indicator (Planned)	Accomplishments (Actual)
Further upgrade and augment wireless capabilities to government departments for improved security of government's network and data	• The OCIO completed the planning, design and provisioning of infrastructure required to upgrade and expand government's wireless network.
Improve secure remote access capabilities	• The OCIO made enhancements to improve government's secure remote access capabilities.
Improve cyber security education and awareness across government with a focus on key cyber security risks	• The OCIO continued to conduct and improve cyber security education and awareness across government.

Discussion of Results

Between April 1, 2020, and March 31, 2023, the OCIO continued to strengthen government's cyber security posture in response to evolving technology and security risks.

Since successfully completing the upgrade and expansion of government's wireless network and improvement of secure remote access capabilities, the OCIO augmented government's wireless network capabilities.

The OCIO has streamlined and enhanced the employee remote access solution and increased availability, capacity, and stability, resulting in improved efficiency and flexibility for departments and employees. This is beneficial for departments and their employees who require access to government's network while working outside the office and for those who have e-work arrangements.

The OCIO improved cyber security education and awareness throughout government, providing IP education and awareness information sessions promoting cyber security best practices. Security awareness training is necessary for educating government employees to understand, identify and avoid cyber threats. The goal is to prevent or mitigate harm to both the organization and its stakeholders. In addition to information sessions, the OCIO hosted various cyber security awareness month activities, conducted targeted communication and social media campaigns and published several bulletins and FAQs.

Opportunities and Challenges

During 2022-2023, the OCIO worked to meet the objectives in its 2020-2023 Business Plan and provided IT and IM/IP support to departments as an increased number of online services were delivered to Newfoundlanders and Labradorians.

Opportunities

Technological Change and Investment
Over the next five years, per the 2023-2024 Budget, the OCIO will implement government's $50 million investment to renew and modernize IT assets.

During 2023, OCIO upgraded core operational technology to Microsoft 365. In 2022-2023, the OCIO was the pilot user for the Government of Newfoundland and Labrador. Departments across government can expect to be introduced to M365 throughout 2023-2024.

Digital Government
Digital by design service delivery is a priority for government to modernize and expand services to better meet the needs of Newfoundlanders and Labradorians. The OCIO will continue to upgrade key infrastructure and expand digital services offerings to residents of the province.

Hybrid e-Work

During 2022-2023, the OCIO demonstrated the ability to deliver IT services using a hybrid e-work model. As a result, the hybrid e-work model has been extended and will be re-evaluated in 2023-2024.

Challenges

Demand for Increased Service Digitization

In today's world, residents expect greater access to online services. Government remains focused and invested in providing online services to meet the demands and expectations of clients and the public in a digital world.

Protection From Continually Evolving Cyber Threats

In a constantly evolving cyber world, the OCIO maintains a cyber protection program for the Government of Newfoundland and Labrador. The Government of Newfoundland and Labrador is a steward of information for residents and the public service. As such, the OCIO must also maintain government's security posture.

Supply Chain

Global supply chain shortages have continued in 2022-2023. The OCIO's investment in modernizing government technologies has experienced delays with sourcing and equipment installation.

Changes were implemented to the procurement process to mitigate these issues with equipment purchases. The OCIO has stabilized its access to supplies and proactively orders necessary supplies to ensure timely delivery and to avoid future supply chain uncertainties.

Recruitment and Retention

Recruitment and retention of skilled IT professionals continues to be challenging and the workforce has significantly changed due to retiring public service employees.

The IT industry is highly competitive and several OCIO positions are challenging to fill. To address this challenge, the OCIO began collaboration with the Public Service Commission on strategies for recruitment and retention.

During 2023, the OCIO attended career fairs at Memorial University to seek out skilled individuals interested in IT and working with the Provincial Government.

The OCIO introduced a Recruitment and Retention Committee dedicated to:

- surveying current employees;
- researching the broader IT sector; and
- generating new ideas to attract talent to be better positioned to succeed in the competitive industry.

Financial Information

Expenditure and revenue figures included in this document are unaudited and based on public information provided in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the Year Ended March 31, 2023. Audited financial statements are a requirement at the government level and made public through the Public Accounts process; however, the OCIO is not required to provide a separate audited financial statement.

	Actual $	Estimates	
		Amended $	Original $

OFFICE OF THE CHIEF INFORMATION OFFICER

CURRENT

4.1.01. CORPORATE SERVICES AND PROJECTS

	Actual	Amended	Original
01. Salaries	4,826,831	4,829,400	4,614,400
Operating Accounts:			
Employee Benefits	10,036	13,300	13,300
Transportation and Communications	171,234	217,000	217,000
Supplies	1,782,004	1,788,700	422,800
Professional Services	3,045,578	3,251,600	5,452,600
Purchased Services	314,435	315,200	71,200
Property, Furnishings and Equipment	1,120,540	1,120,700	33,700
02. Operating Accounts	6,443,827	6,706,500	6,210,600
Total: Corporate Services and Projects	11,270,658	11,535,900	10,825,000

4.1.02. APPLICATION AND INFORMATION MANAGEMENT

	Actual	Amended	Original
01. Salaries	8,497,138	8,520,200	8,517,400
Operating Accounts:			
Employee Benefits	4,082	4,100	1,800
Transportation and Communications	60	2,200	2,500
Supplies	12,231	12,300	20,000
Professional Services	1,586,535	1,637,300	1,707,300
Purchased Services	36,484	78,600	78,600
Property, Furnishings and Equipment	4,008	5,700	8,000
02. Operating Accounts	1,643,400	1,740,200	1,818,200
	10,140,538	10,260,400	10,335,600
02. Revenue - Provincial	(3,681)	(27,000)	(27,000)
Total: Application and Information Management Services	10,136,857	10,233,400	10,308,600

4.1.03. OPERATIONS AND SECURITY

	Actual	Amended	Original
01. Salaries	7,832,257	7,841,200	8,193,900
Operating Accounts:			
Employee Benefits	1,883	4,000	4,000
Transportation and Communications	1,619,246	1,620,300	1,557,000
Supplies	8,818,192	8,916,400	8,706,400
Professional Services	329,704	329,800	247,700
Purchased Services	3,920,989	3,925,900	3,977,700
Property, Furnishings and Equipment	865,265	866,300	791,900
02. Operating Accounts	15,555,279	15,662,700	15,284,700
	23,387,536	23,503,900	23,478,600
02. Revenue - Provincial	(448,432)	(343,500)	(343,500)
Total: Operations and Security	22,939,104	23,160,400	23,135,100

	Actual $	Estimates Amended $	Estimates Original $
OFFICE OF THE CHIEF INFORMATION OFFICER			
CAPITAL			
4.1.04. CORPORATE SERVICES AND PROJECTS			
01. Salaries	**1,392,250**	1,410,000	2,000,000
Operating Accounts:			
Supplies	**524,849**	598,000	8,000
Professional Services	**4,178,389**	4,721,200	5,912,400
Purchased Services	**107,720**	107,800	(0)
Property, Furnishings and Equipment	**1,616,501**	1,620,500	538,500
02. Operating Accounts	**6,428,860**	7,048,900	6,458,900
Total: Corporate Services and Projects	**7,821,110**	8,458,900	8,458,900
4.1.05. OPERATIONS AND SECURITY			
Operating Accounts:			
Property, Furnishings and Equipment	**557,990**	558,000	558,000
02. Operating Accounts	**557,990**	558,000	558,000
Total: Operations and Security	**557,990**	558,000	558,000
Total: OFFICE OF THE CHIEF INFORMATION OFFICER	**52,725,720**	53,946,600	53,285,600

Expenditure and revenue figures included in this document are unaudited and based on public information provided in the Report on the Program Expenditures and Revenues of the Consolidated Revenue Fund for the Year Ended March 31, 2022.

These amounts were as of May 1, 2023, and Public Accounts changes may be applied, if required.