

Climate of Change

Delivering on Information Management

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We Are Here Today...

- With a story to tell about Ontario's Ministry of the Environment's information management journey
- To speak about how we launched the ministry's information management strategy
- To flag accomplishments and lessons learned 10 months into implementation
- To offer thoughts on future directions

Ontario Context

We are operating within the broader context of the Ontario Government's key priorities:

- Modern & professional public service
- Enterprise organization
- Keeping pace with increased expectations of citizens
- Demonstrate delivery of results

Ministry Context – Our Responsibility



- The people of Ontario deserve clean, safe, livable communities.
- The Ministry safeguards our environment by working to ensure cleaner air, water and land, and healthier ecosystems.
- The Ministry has built a strong foundation of clear laws, stringent regulations, tough standards and rigorous permits and approvals.

Ministry Context – Our Challenges



Ministry Drivers for Change

MOE is an organization that is:

1. **Data rich but information poor**

- Data caught in legacy systems making analysis for risk-based decision-making difficult

2. **Increasingly technology dependent**

- **Spills Action Centre** - 24/7 operation with full I&IT capabilities;
- **OnAir** - advises public of Smog Alerts, to ensure Health & Safety of Ontarians;
- **Drinking Water Systems (AWQI and Lab)** – crucial for MOE staff, Municipalities, Water Treatment Plants and general public in obtaining up-to-date information on Water Quality.

3. **Committed to transparent public reporting**

- Lack of integrated data standards makes reporting to the public and replication of reports difficult.

4. **Highly visible information**

- Environmental groups track ministry performance and industry compliance through non compliance data and posted to ministry website

Ministry Response to Drivers

- Implement IM strategy
 - ✓ for coordinated and sustainable approach to managing data and records
- Create ministry-wide governance structures
 - ✓ To improve controllership
- Senior management involvement in planning
 - ✓ Through monthly reporting and accountability framework
- End-to-end management
 - ✓ IT projects limited to ministry priorities
- Re-orienting IM / IT to become business driven
 - ✓ Established Customer Service Council and Service Level Agreements

Ministry IM Vision, Definition, & Objectives*

- IM Vision:** “Bringing people and information together for effective management of the environment”
- IM Definition:** Applying common management principles (planning, directing, controlling, evaluating) to data and information assets to support value added work
- IM Components:** Access, data holdings, data standards, intellectual property, published information, records keeping, privacy, web content, libraries and research
- Objectives:** End to end management of data and records in a coordinated and disciplined manner to support:
- accessible and improved environmental services and information to Ontarians
 - collaboration cross the ministry, cluster and OPS
 - innovation, learning and protecting organizational memory

Ministry of the
Environment

Bringing people and information together for effective management of the environment!

Mission

Clean and Safe Air, Land and Water

- Healthy Communities
- Ecological Protection
- Sustainable Development

Core
 Businesses

Assessments, Approvals & Licensing Monitoring & Reporting Abatement & Compliance Investigations & Enforcement Public Information

Transformation
 Agenda

Enablers

Policy Development Science & Standards Development Risk-Based Analysis & Decision Making Business Practices Operational Efficiency

Information
 Practices

- High quality data support analysis and decision making
- Information is shared/ leveraged across the ministry
- Information is easy to find
- Staff understand responsibilities
- Information products are based on needs of users
- Data ownership and stewardship is clearly defined
- Information that needs protection is protected
- Collect once, use often
- Information is not lost or "orphaned"
- Information products are managed
- Unnecessary duplication is eliminated
- End to end management of information

What's
 Needed

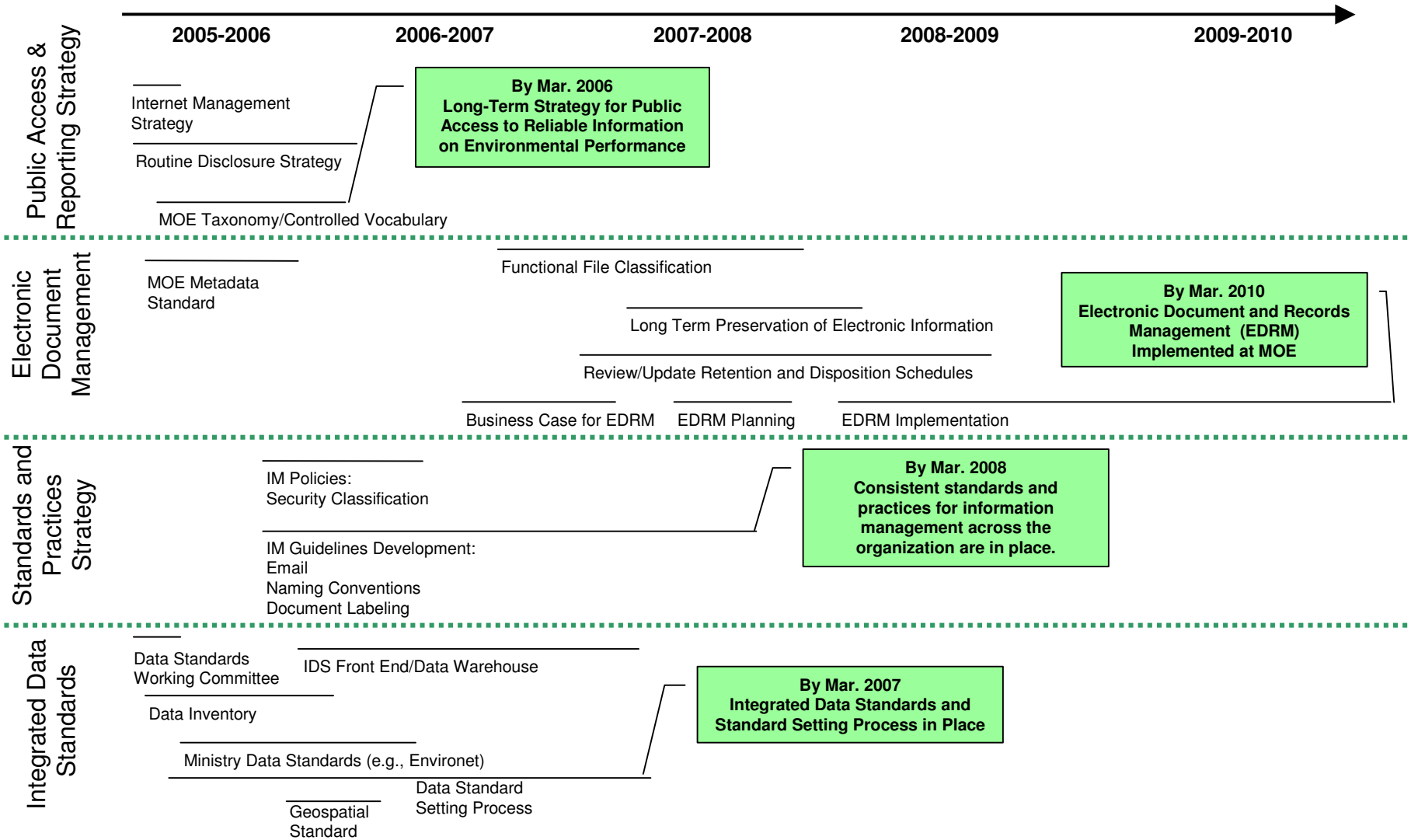
Integrated Data Standards Strategy

IM Standards & Practices Strategy

Electronic Document & Records Management Strategy

Public Access & Reporting Strategy

Ministry's IM Road Map



2005-2006 IM Accomplishments

1. Governance

- IM and IT Governance Committee
- Data Standards Committee
- IT Service Management Forum
- MOE Customer Service Council
- IT Prioritization Process & Project Management Office

2. Data Management

- Data Standards – authoritative data sources, client/site data standards project
- Data Inventory Project
- Asset Management System

2005-2006 IM Accomplishments

3. E-Records Strategy

- Enterprise Email Migration
- Technology Clean-Up Project
- E-RIM Go Forward Strategy

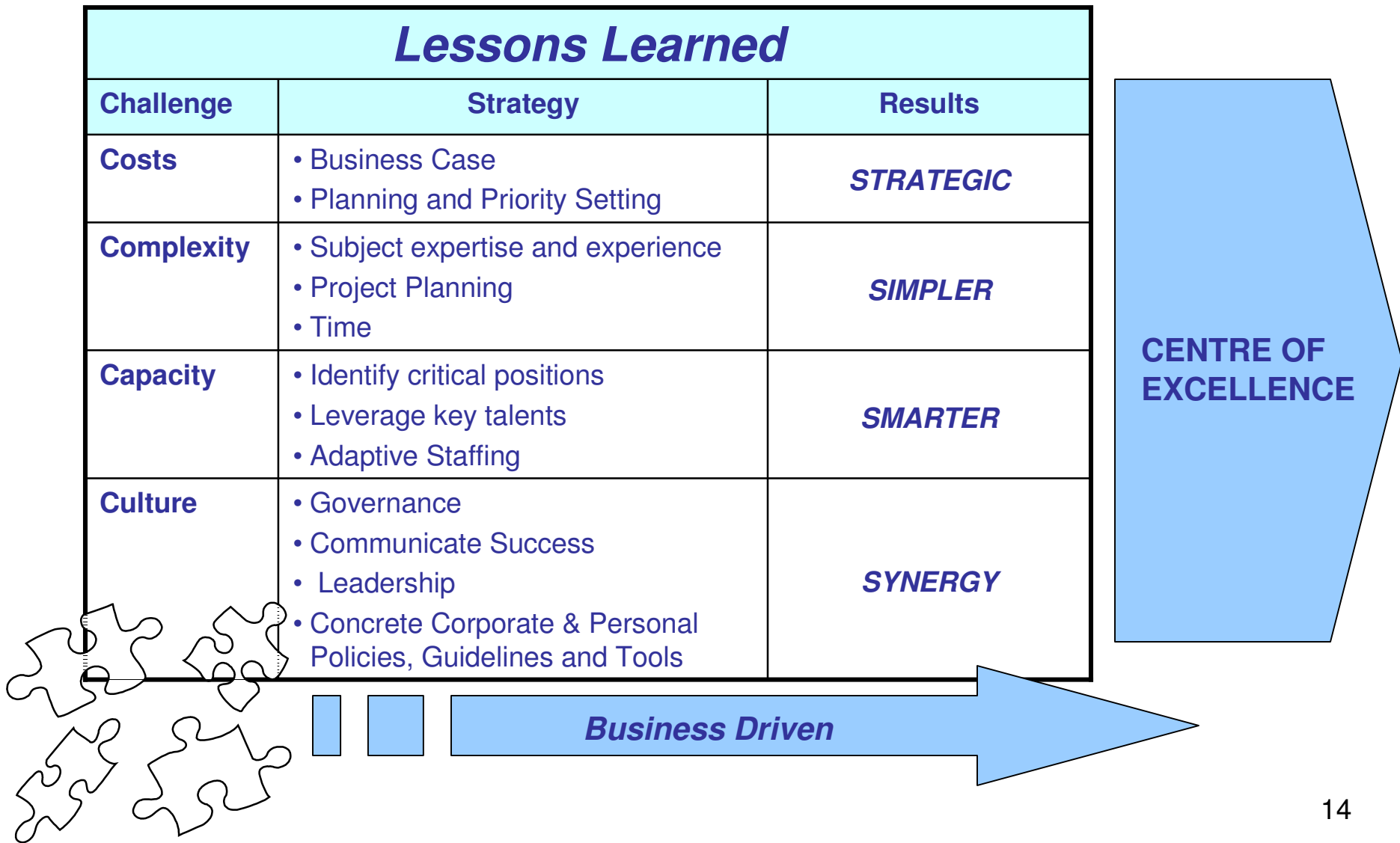
4. Citizenship Engagement and Accessibility to Environmental Information

- Freedom of Information – 76% compliance; 5800 FOI requests received (most requests in OPS)
- Environmental Bill of Rights – re-engineering Environmental Registry to improve transparency in environmental decision-making

2005-2006 IM Accomplishments

5. Partnerships/Working Horizontally
 - Ministry ADM on OPS IT Executive Leadership Council
 - Ministry co-chairs OPS wide IM Directions Committee with OPS CIO
 - Other jurisdictions: Libraries and Archives Canada, Alberta Environment and Govt Services

6. Education and Outreach
 - Records Management Workshops
 - Records Management Community of Practice and Intranet site

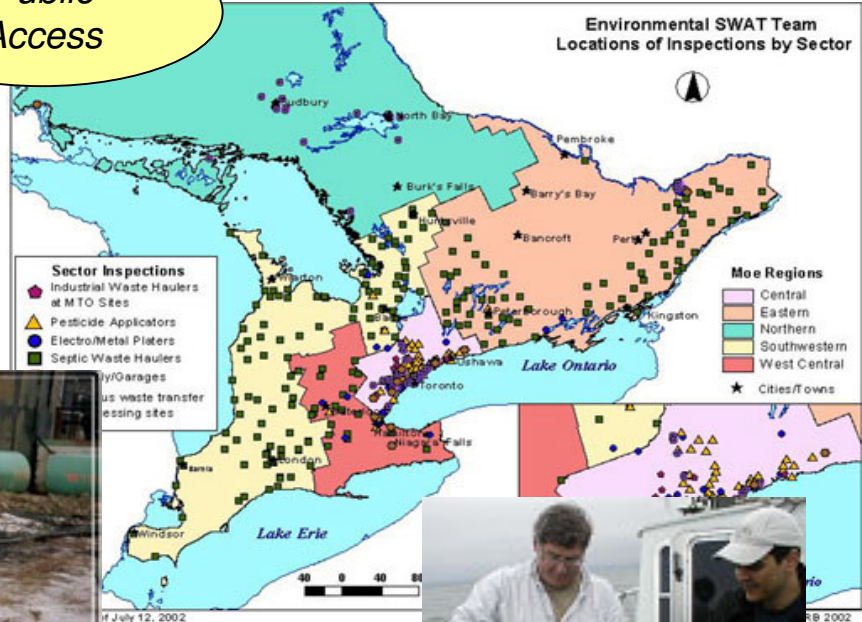


Moving into the Future



Integrated Information

Public Access



Faster Response Time



Improved Accessibility

