
SECTION 16

**PLANNING AND MANAGEMENT OF
INFORMATION TECHNOLOGY**

16.01 ORGANIZATION AND RESPONSIBILITIES

AUTHORITY: *FINANCIAL ADMINISTRATION ACT*

ADMINISTRATION: TREASURY BOARD SECRETARIAT
IT SHARED SERVICES

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16.01 ORGANIZATION AND RESPONSIBILITIES

(1) PURPOSE

The purpose of this section of the Policy Manual is to set out Government's policy on the authority, responsibility and accountability for information technology (IT).

(2) APPLICATION

The application of this policy is referenced to the schedules of the *Financial Administration Act* (FAA) and applies as follows:

- Schedule "A" - Departments except the Legislative Assembly
- Schedule "B" - Crown corporations
- Schedule "C" - Education Authorities
- Schedule "D" - Commissions

except to the extent that their enabling legislation may incorporate alternate requirements such as Ministerial or Board Authority. In the event that a policy developed by Ministerial or Board Authorities differs from Treasury Board policy and that entity is accessing Government IT services, Treasury Board Policy will prevail.

While this policy **does not apply** to the Legislative Assembly or to Reporting Entities subject to alternate legislation, **the spirit and intent** of the policy should serve as a **guideline** for these entities in developing their own policies. Reporting Entities that develop policies differing from Treasury Board policy require approval of Treasury Board.

(3) DEFINITIONS

For the purpose of this policy the following definitions will apply:

- (a) **"Department or Departments/Agencies"** means a department or reporting entity named in the FAA.
- (b) **"Digital and Information Advisory Council (DIAC)"** provides leadership in the strategic use of digital services and information management across the Government of Prince Edward Island.
- (c) **"Information"** means data that has been shaped into a form that is meaningful and useful to someone.
- (d) **"Information System"** is the combination of a computer application and the people and processes involved in collecting, processing, storing and disseminating information.
- (e) **"Information Technology (IT)"**, means any equipment or interconnected system or subsystem of equipment, that is used in the automatic acquisition, storage, manipulation, management, movement, control, display, switching, interchange, transmission, or reception of data or information. The term information technology

includes computers, ancillary equipment, software, firmware and similar procedures, services (including support services) and related resources.

- (f) **“Information Technology Shared Services (ITSS)”** is a branch of the Treasury Board Secretariat responsible for the management and operation of IT services within government.
- (g) **“Reporting Entity”** means an organization that is not listed in Schedule A of the *Financial Administration Act* and is accountable for the administration of its financial affairs and resources to a Minister or through a Minister to the Legislative Assembly and includes those listed in Schedules “B”, “C” or “D” of the *Financial Administration Act*.
- (h) **“ITSS Service Portfolio”** is an electronic document about available IT services, how to order or request them, who to contact about the service, and any costs involved. The current ITSS Service Portfolio may be obtained by contacting the ITSS Service Centre at servicecentre@gov.pe.ca.

(4) POLICY

The principles underlying this policy are that:

- (a) Government services need to be designed for citizens and businesses with digital and online options available to enhance service access and availability;
- (b) information is a critical resource of Government, requiring the same level of attention and commitment as human and financial resources;
- (c) IT contributes significantly to organizational success and enables change when effectively applied to business issues and processes in Government;
- (d) a coordinated approach to planning and implementation will enhance our ability to achieve the best possible results with the available resources;
- (e) a shared services approach to the utilization and support of information technology is required for fiscally responsible investment and to ensure compatibility between systems and information across Government;
- (f) the IT environment must be adaptable to the complex and diverse business activities of Government and responsive to changing business conditions and advances in technology and must perform in a timely and effective manner; and
- (g) IT standards and policy development are key factors to enabling successful service delivery and information management within the public sector.

(5) PROCEDURE**(a) Treasury Board**

Treasury Board will:

- (i) assign the authority to approve policy with respect to Digital Services, Information Management and IT activities to the Secretary to Treasury Board

(b) Secretary to Treasury Board

The Secretary to Treasury Board is responsible for the governance and administration of IT within the Government of Prince Edward Island. The Secretary to Treasury Board will:

- (i) maintain overall responsibility for the strategic direction of IT in Government and IT policies and standards development, maintenance and adherence;
- (ii) guide Government's direction in IT to be consistent with the overall strategic direction of Government; and
- (iii) ensure ongoing alignment of IT strategy to the business objectives of the Province of PEI.

(c) Digital and Information Advisory Council (DIAC)

DIAC provides leadership in the strategic use of IT across the Government of PEI.

DIAC will:

- (i) participate in, and influence IT policy, planning and priorities setting initiatives of Government;
- (ii) provide the Secretary to Treasury Board direct access to executive level advice and expertise on issues ranging from IT investments, risk management, information protection and beyond;
- (iii) participate in IT decisions that are government-wide and may be beyond the reach of their specific departments, which is a key success factor in fully leveraging the existing shared services model; and
- (iv) provide oversight to the Government of PEI Website, Digital Service Delivery and Information Management (IM).

(d) Treasury Board Secretariat, Information Technology Shared Services (ITSS)

Information Technology Shared Services (ITSS) branch is responsible to:

- (i) direct operations within ITSS;
- (ii) provide access to all services in the ITSS Service Portfolio to all entities under Schedule “A” as well as the following entities under Schedules “B” and “C” of the *Financial Administration Act*:
 - Finance PEI;
 - Health PEI;
 - Innovation PEI;
 - Island Investment Development Inc.;
 - Tourism PEI;
 - Public Schools Branch; and
 - La Commission Scolaire de langue française.
- (iii) provide consideration for access to services in the ITSS Service Portfolio to any remaining clients under Schedules “B” and “D” of the *Financial Administration Act*, based on individual client request and negotiated Statements of Work and/or Service Partnership Agreements. Based on existing demand and resource availability, not all services may be available upon request, and may require additional investment by the requesting entity;
- (iv) provide consideration for access to limited services in the ITSS Service Portfolio to non-government organizations for which a request is made through a sponsoring Government entity defined in 6(d)(ii) above. Based on existing demand and resource availability, not all services may be available upon request, and may require additional investment by the sponsoring Government entities noted in 6(d)(ii).
- (v) develop and promote the vision and goals of ITSS within ITSS and client departments/agencies;
- (vi) set goals, prioritize projects and initiatives and assign resources within ITSS;
- (vii) develop and maintain an ITSS Service Portfolio that will form the basis of service delivery to departments/agencies;
- (viii) develop and implement strategic planning for IT in Government and monitor performance;
- (ix) manage risk associated with the application of IT;
- (x) promote a culture of collaboration, teamwork and cooperation between ITSS and departments/agencies;

- (xi) provide consultation, advice and information to DIAC;
- (xii) manage the finance and administration within ITSS;
- (xiii) manage the implementation and maintenance of policies and procedures within ITSS;
- (xiv) monitor performance and report results;
- (xv) ensure goals, decisions and activities are well communicated throughout the ITSS organization, to governance committees and clients as appropriate; and
- (xvi) lead and collaborate with partner departments/agencies in the development and implementation of digital services.

(e) Departments/Agencies

Each department or reporting entity as defined in 5(d)(ii) is responsible to:

- (i) develop and maintain, in cooperation with ITSS, a plan that supports and reflects the department's business and information technology objectives;
- (ii) engage ITSS for the provision of information technology services including but not limited to the procurement of hardware, software, digital and web services, and consulting services;
- (iii) perform the role of business owner of their IT systems, information and data and work with ITSS to manage the provision of IT services and support; and
- (iv) ensure that government-wide IT security policies and standards are adopted and adhered to within the department.

(6) INTERPRETATION

In cases where an interpretation is required, such should be referred to the Secretary to Treasury Board, or their delegated officer, who will make the interpretation or refer the matter to Treasury Board, if a Treasury Board decision is deemed necessary.