Information Technology Office
Annual Report Highlights from 2010-11

Message from the Minister

The Honourable Tim McMillan
Minister Responsible for
Information Technology Office

I am pleased to present the Information Technology Office's (ITO) Annual Report Highlights, which summarizes the Office's most notable accomplishments in support of Government's vision and goals.

The Office's Annual Report and Highlights also demonstrate how the ITO has contributed to the progress of our *Government's Direction for 2010-11: Balanced. Forward-Looking. Responsible.*

The Office underwent significant changes during the year, while still providing effective and efficient IT services to its customer ministries and agencies. The services provided played a key role in enabling government to fulfill its commitments to the people of Saskatchewan.

For more information please see the Office's 2010-11 Annual Report or visit the ITO's website.

Ministry Overview

The ITO brings an enterprise focus to information technology services and IT-based business solutions that enable the efficiency and effectiveness of Government programs.

The Office fosters a culture of customer service excellence within the organization that results in more responsive service and value-added delivery to customer ministries and agencies.

The ITO engages the expertise of private sector firms to help deliver services, leading to better services for customers and growth in the provincial IT industry.

The Office ensures the privacy of information entrusted to Government by enforcing policies and working with the private sector to ensure IT systems are protected by the best possible security solutions.

The overall goal of the ITO is to constantly improve IT services in ways that are more beneficial to Government customers and the people of Saskatchewan.

VISION

A secure and prosperous Saskatchewan, leading the country in economic and population growth, while providing a high quality of life for all.

Our 2010-11 Significant Achievements

Keeping Promises…

- Implemented a customer service excellence model of delivery, vastly improving the capability to help Government organizations provide quality programs and services to the people of Saskatchewan. This model helped the ITO achieve a 20 per cent increase in customer satisfaction.

- Contracted with private sector firms to maintain the ITO data centres, provide disaster recovery capabilities and manage the ITO network. The firms employ industry best-practice security controls and standards the ITO could not employ independently.

- Established a Common Computing Environment (CCE) that has become the preferred hosting environment for all Executive Government business applications. This has resulted in more efficient use of computing assets, leading to lower costs for ITO customers.

- Established a new Application Management Services Branch that better fits the business needs of customer ministries and agencies. This dedicated branch is responsible for supporting and enhancing application programs that customers need to supply quality programs and services to the public.

- Implemented an IT sourcing strategy that increases the ITO's ability to leverage private sector innovation, making it less time consuming and less costly for the Government and private sector to work together on crucial IT initiatives.

- Implemented an ongoing practice of continuous improvement by adopting Lean methodologies to evaluate the effectiveness and efficiency of ITO operations. Lean practices were applied to the ITO's help desk, client request processes, and technology procurement processes, leading to time and cost savings in all areas.

- Supplied reliable help desk assistance to Government staff, responding to more than 97,000 requests for service. The ITO Service Desk is the first point of contact for all break-fix hardware and software issues for more than 12,000 employees Government-wide.

- Leveraged the innovation and expertise of a wide variety of public sector firms to deliver quality IT services that enabled customer ministries to provide programs and services to citizens and businesses. These contracts with public sector companies also helped to generate activity and create employment in Saskatchewan's private IT industry.

The Information Technology Office – Here to Serve Our Customers!

As the IT service provider to over 12,000 government employees in 31 ministries and agencies, the ITO has a unique role to play in the Saskatchewan public service. Almost everything it does impacts the ability of Executive Government to provide crucial programs and services to the people and business community of Saskatchewan.

While employing suitable technologies plays a vital role, the ITO's ability to deliver quality IT operations and services to its customers is also highly dependent on its people. Our staff of nearly 300 IT professionals works daily with Government organizations, private sector companies and the public. The way they interact with all of these customers is of fundamental importance to the ITO's success as a service organization.

That is why this year the ITO undertook an intensive customer-focused, employee development program. The *Service Excellence Development Program* is designed to create a culture of customer service where service excellence is valued just as much as technical knowledge. All ITO employees are receiving training that is enhancing their customer relation skills and effectiveness as IT professionals.

One of the ITO's strategies is to ensure technology is an enabler of Government programs and services. Knowledgeable people, dedicated to providing excellent service, is allowing us to achieve that goal.

Financial Summary

2010-11 Budget (000s)	2010-11 Actual (000s)	Variance (000s)
$18,348	$18,252	($96)

Actual FTEs: 283.2

For more detailed information, please see the ITO's 2010-11 Annual Report.
For more information on the ITO, see www.ito.gov.sk.ca or call 306-787-8880.