INFORMATION TECHNOLOGY WORKING GROUP MEETING

DATE: December 1, 2011

TIME: 8:30 – 4:30

HOST: **John Hill, Chief Information Officer, WSIB**
Tom Teahen, Chief Corporate Services Officer, WSIB

LOCATION: **Workplace Safety and Insurance Board**
200 Front Street West,
Toronto, Ontario (
Meeting Room 9D (Public Access)

DRAFT AGENDA

1. **Welcome and Introductions**

2. **Review of Agenda**

3. **AWCBC On-line Community:** Web Services   Ray Outair, Data Administration

4. **Roundtable:** Opportunity for jurisdictions to discuss and share information about the following topics:

   a. Governance: What IT governance structures/frameworks have been developed?

   b. Strategic Alignment and Business Priorities: What methods are used to display IT value?   How IT priorities are established, monitored and linked to business objectives? What communication strategies are used to support the management of internal customer expectations?

   c. Cloud Services/Data Centre: Strategies, Cost Benefit, Privacy and Security.

   d. Mobility: Development of and support for mobile devices/applications for internal and external clients.

   e. Outsourcing/In-sourcing: Strategies and Services, Buy vs. Build for new systems. (NL)

   f. Human Resources: Models used to augment internal staff with external technical resources, IT Staff Development and Staffing Levels.

   g. Managing IT: How conversion from Centrex to VOIP has enabled Contact Centre efficiencies (NS), Business Intelligence, Security Framework (NL),

   h. IT Services: Internet Services, Financial systems (GL, AP, etc) custom vs. COTS (AL), Virtual Desktop (MN).

   i. Social Networking (NL)

5. **Next Steps:** Was value derived from the meeting and if so, establish next meeting/conference call host and date.

6. **Other Business**