AWCBC Information Technology Directors' Forum
1st Meeting Minutes, December 1, 2011
Toronto

Attendees:

Deborah Harrop	Alberta
Chris Bell	British Columbia
Stu Charles	Manitoba
Frank Forestell	New Brunswick
Harmet Jagpal	Northwest Territories and Nunavut
George Crowdis	Nova Scotia
Vince Jordan	Ontario
Darren MacDonald	Prince Edward Island
Greg Lane	Yukon
Cheryl Tucker	AWCBC
Ray Outair	AWCBC

Regrets:

Yves Vezina	Quebec
Joan McCarthy	Newfoundland and Labrador
Robert Black	Saskatchewan

Minutes:

1. Welcome and Introductions
Vince Jordan welcomed everyone to the first meeting of the AWCBC IT Directors' Forum and introductions were made around the table. Cheryl Tucker provided background as to how the IT Forum came to be and also explained the committee structure for the AWCBC. There are six formal committees that report to AWCBC Executive Committee. However, there are also adhoc working groups that meet less formally around such disciplines as Policy, Medical, Research and Human Resources.

2. Review of Agenda
There were no additions to the agenda requested.

3. Governance
Vince Jordan started the round table discussion of all jurisdictions describing their governance structures and the associated challenges and successes. Many societal changes such as Enron, disaster recovery requirements and privacy concerns are highlighting the need for clear accountabilities and diligent controls.

At the WSIB Ontario, work has begun to empower business analysts with more up front input and control so that they are better positioned to influence project success. Alberta is finding ways for IT to control

project scope with the business and hence contain budget. Nova Scotia has moved a team of their IT over to corporate development. This has led to better business outcomes as not always is an IT technical solution the entire answer. More holistic dialogue on communications, work flow or policy enhancements make for better IT solutions. In the Northwest Territories and Nunavut, IT now reports directly to the CEO, not a CIO, which is resulting in better executive involvement and increased IT responsibility. British Columbia just changed governance structures and has moved to a multi-year funding model.

4. AWCBC Online Community (AOC)
Ray Outair, Project Manager/Data Administrator provided an overview of the AWCBC Online Community Web Services and the benefits to each jurisdiction. The AOC is a web portal that provides a forum for members to enhance coding consistency, submit jurisdictional data and extract data for the purpose of comparison and analysis. Key Statistical Measures reports can be sliced in any manner to reveal answers to pertinent questions such as "How does my financial situation compare versus jurisdictions of similar size?" Ray offered to provide more detailed information as required by IT managers to support the adoption of these web services.

5. Strategic Alignment and Business Priorities
A further round table discussion ensued around such issues as decentralization vs. centralization, reliance on external vendors, what works best in house and what is best outsourced. eServices is a big priority for all jurisdictions as are associated privacy issues.

Ontario is embracing channel solutions through a dedicated division. The new CIO is placing emphasis on IT innovation and culture transformation to drive business success.

Alberta has decentralized their project officers which has worked well in dealing with priorities across the different programs. Several jurisdictions have a combination of in-house and external contractors working successfully together on delivering IT solutions. Some of the smaller jurisdictions such as Yukon outsource all of their development work. However, collective agreements throughout the country are followed to ensure that work is not outsourced that could be handled internally. Manitoba has moved to business case realization – for example, did claims processing really improve because of a systems change?

6. Cloud Services/Data Centre
In terms of wireless, most jurisdictions are still challenged with privacy and security issues. All jurisdictions currently have internal data centres.

In British Columbia, the government is setting up a secure cloud service where services can be shared throughout the public service. The maritime provinces have had some past experience with such sharing but currently there is no structure in place. There was discussion around the value of "epost" services provided by Canada Post. Alberta is moving in that direction.

7. Mobile
Some jurisdictions such as Nova Scotia have provided field staff with iPads using a VPN client to remotely access claim files. They are configured so that nothing stays on the device and IT has the capacity to remotely wipe content should the device be lost or stolen. This has worked very well. They are also moving staff from Blackberries to iPhones.

Ontario is engaged in a pilot where staff use their own mobile device for work and are compensated $50 a month.

8. eServices
Each participant provided a high level synopsis of the online services of their jurisdiction.

Alberta
- Employer – registration, performance reporting, safety records, auto message to alert a worker's ability to return to modified work
- Worker – injury reporting, updates on cheques, claim status
- Provider – business to business link
- Coming Soon - start and stop personal coverage

British Columbia
- Online claim reporting – once the eForm7 is registered, there is an automatic push of health and safety information to the employer including where they rank within their sector
- Employer registration, payments, payroll reporting and clearance
- Worker access to claim file
- Provider portal

Manitoba
- Employer registration, summary of claims costs, safe work reports
- Worker - no services at the moment
- Providers – no services at the moment

New Brunswick
- Employer – employer registration, assessment payments, clearance certificates, monthly assessment on actual payroll
- Coming soon - an eConsultation survey tool

Northwest Territories and Nunavut
- Focus has been on data integrity and in planning online services for 2012/2013

Nova Scotia
- Employer - "MyAccount" site - access to account and claims information including electronic forms, claims details and trends, prevention tools/calculators, rate and premium information
- Coming soon – physician system access, physio portal

Ontario
- Employer – online registration, premium payment, eForm 7, injury and illness tracker
- Worker - online injury reporting with eForm6
- Provider – eBilling via a Telus Health Solutions portal

PEI
- Employers – online access to injury reporting, account status and payroll information, clearance certificates
- Coming soon - eRegistration

Yukon
- No line services

9. Other Business
WorkSafeBC has been running a pilot with a community sourcing model they learned about at a Gartner Conference. Through an online community of experts, they have been able to access developers throughout the world who bid on their projects with costs and timeframes that are

very economical and fast. WorkSafeBC will put together a one page synopsis of their experience to share with the group.

A last round table discussion included information sharing on system benchmarking, the corporate use of Sharepoint, resourcing challenges, document management, managing financial legacy systems and administrative cost reviews.

10. Wrap Up/Evaluation/Next Steps
Group feedback saw the meeting as very beneficial and resulted in a desire to continue to collaborate and share IT challenges and solutions amongst jurisdictions. The next meeting will take place via conference call in the first quarter of 2012. At that time, the group will determine the location of the next in-person meeting. The hosting jurisdiction then will assume responsibility for the agenda and meeting space. In the meantime, the AWCBC will include a section on the member website to accommodate the meeting minutes and the sharing of information for the IT Directors' Forum.