



AWCBC Information Technology Directors' Forum Teleconference, March 28, 2012

Attendees:

Dave Carlyle	Alberta
Deborah Harrop	Alberta
Todd Yule	British Columbia
Stu Charles	Manitoba
Frank Forestell	New Brunswick
Joan McCarthy-Wiseman	Newfoundland and Labrador
Harmet Jagpal	Northwest Territories and Nunavut
George Crowdis	Nova Scotia
Deepinder Dhillon (for Vince Jordon)	Ontario
Darren MacDonald	Prince Edward Island
Cheryl Tucker	AWCBC
Ray Outair	AWCBC

Regrets:

Michel Dumas	Québec
Yves Vezina	Québec
Robert Black	Saskatchewan
Greg Lane	Yukon

Minutes:

1. Review of December 1, 2011 Minutes

There was one revision required. It was Nova Scotia that introduced iPads to their field staff, not New Brunswick. The change was made and the final minutes posted on the IT AWCBC intranet site.

2. Privacy and Security

Item was deferred as Greg Lane was unable to attend due to a work emergency.

3. Board Portal

Participants shared how they have or are in the process of implementing portals for their Board of Directors to easily access material and reduce reliance on volumes of paper. Some have provided laptops with VPN access, others have given iPads, some memory sticks and a few remain with paper binders. The AWCBC recently processed an information request on this very topic. Copies of the results representing details of what each jurisdiction is doing in this regard were sent to all of the IT Directors following the teleconference.

4. Video-Conferencing

Members discussed how video conferencing was being utilized in their offices. Many of the jurisdictions are using older equipment, some have a designated video conferencing room, others only use it for corporate announcements and others find little use for it at all. There are investigations into the use of business Skype and how best to connect telecommuter staff. One jurisdiction has implemented a Polycom solution that has greatly reduced required travel for Board meetings.

5. IT Risk Management Strategy

There was much discussion around the need for developing a strategy to ensure the tightest privacy and security of data. Although jurisdictions have had policies in place, recent privacy breaches have revealed holes where none were thought to be. In some cases, an external party such as Deloitte has been brought in to review entire security practices and comment on risk. Corporate risk identification and management continue to be a major IT challenge.

6. Social Media Strategy

Jurisdictions are at different levels of embracing social media as part of core business. A recent study was done by WorkSafeNB which summarized where Boards and Commissions across the country are at with social media. Titled "Social Media Overview 2011" this document was subsequently uploaded to the AWCBC FTP site and the link sent to all members. (<http://awcbc.org/files/WorkSafeNB.zip>)

7. Confidentiality – Network Storage

The group discussed challenges with IT staff access to confidential material, both customer and WCB employee related. Solutions included changes to file name protocol and exclusion of IT staff from bargaining unit designations.

8. Round Table

Each Director reported on the current highlights of their challenges and successes. Topics ranged from software audits, continued eServices roll outs, introduction of iPads for staff, budget restraints, succession planning with the high volume of expected retirements, strategic planning and internal reorganization.

9. Date and Location of Next Meeting

All participants continued to see the meeting of IT Directors as very beneficial. There is a desire to continue the dialogue. Another in person meeting was seen as the best next step. Alberta offered to host a meeting in the fall 2012. The group will be canvassed by AWCBC by email as to when that best can occur.