



**AWCBC Information Technology Directors' Forum
WCB Alberta
October 10 & 11, 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
Darren MacDonald	Prince Edward Island
Bruce D'Sena	Saskatchewan
Greg Lane	Yukon
Cheryl Tucker	AWCBC

Regrets:

Vince Jordon	Ontario
Michel Dumas	Québec
Yves Vezina	Québec
Ray Outair	AWCBC

Minutes:

1. Welcome and Introductions

Deborah Harrop welcomed everyone and asked for introductions around the table.

2. Review of Agenda

No revisions were requested.

3. Review of Previous Minutes

No revisions were requested to the teleconference meeting minutes of March 28, 2012.

4. Use of e-mail to conduct business

George Crowdis led a discussion concerning the use of email in daily WCB interactions with external clients and providers. Scenarios ranged from the possibilities of granting physiotherapists access to secure email to allowing injured workers to submit email and electronic documents to their claim file. All jurisdictions are trying to find solutions and approaches vary across the country. The Canada Post strike highlighted the need to integrate email into core business.

5. Mobile Technology

There was extensive discussion around the speed with which technology is advancing and the increasing number of clients/customers who are using mobile devices for work.

Boards/Commissions have responded with a high percentage of their services now available online and through mobile sites and apps.

For WCB staff, especially field staff, some jurisdictions have already rolled out iPads with remote access. iPhones are also increasingly provided.

6. Round Table

Each Director reported on the current challenges and successes in their respective IT departments. Topics included disaster recovery plans, single sign on, privacy breaches, reorganization of the IT internal structure and outsourcing, expansion of online services, social media strategy, automatic adjudication, cloud computing and the implementation of new claims systems.

7. Guest Speaker - Chris Hammond, Fujitsu Canada

Chris Hammond presented a thought provoking session entitled “**Spiritualists, Magicians and Security Vendors - Gaining An Advantage in Security and Privacy**”.

8. Guest Speaker – Cindy King and Chris Moore, City of Edmonton

Cindy King, Director, Information Technology Portfolio Practice and Chris Moore, CIO, in their presentation “**Cloud Services for Desktop Productivity Tools**” shared their extensive transformation plans for establishing a new set of office productivity and collaboration technologies for City business. (The full presentation is housed on the AWCBC IT intranet site)

9. WrapUp/Evaluation/Next Meeting

The two day meeting was deemed very valuable by all participants. A hearty thank you was given to Deborah Harrop and Dave Carlyle for hosting the meeting at their Alberta office. The group decided to meet next via teleconference in the spring. From there, they will plan another in person meeting to occur later in the year. The AWCBC will convene the teleconference.