

MINISTRY OF EMPLOYMENT AND INCOME ASSISTANCE

INFORMATION RESOURCE MANAGEMENT PLAN (IRMP) OVERVIEW

The IRMP for 07/08 will focus upon the customer by transforming the way we deliver services in employment and income assistance, using effective and outcome based practices as well as working in collaboration with ministries, other levels of government and service agencies.

The Ministry envisions a technological environment that will support the development of Ministry services that are: citizen-centred, timely, integrated, flexible, and customized to the individual's needs, while protecting the privacy of personal information. This includes enabling multi-channel, convenient and consistent access to services, and information management.

The multi year Multi-Channel Service Delivery Project will enhance the channels through which clients can access Ministry services and strengthen the Ministry's efficiency in providing those services. Working with the social sector ministries on the Integrated Information Management Project, the Ministry has partnered with the Ministry of Children and Family Development for the selection of a new case management tool.

Replacing legacy applications with a modernized technological environment is envisioned to: position the Ministry for the future, better support the implementation of its Service Plan mandate, improve overall service delivery, expand operational efficiencies, and build the foundation for Information Sharing in the social sector.

In addition to face-to-face service delivery, the Ministry provides services through telephone call-centres and automated telephone inquiry systems, making services accessible even in remote areas of the province. The Ministry has also launched a Toll-Free Personal Supports Information Line for persons with disabilities to provide information about government programs and services. Due to the successful implementation of a series of web-based services to the public, including the Income Assistance (IA) Eligibility Estimator and multi-language Orientation Session, it is now easier for people to access information while protecting personal privacy.

The Ministry is planning to improve, modernize and optimize its current telephone service delivery network with the development of a call centre strategy to create 5 regional call centres for improved service. The long-term goal is to integrate all regions as one provincial call centre to gain efficiencies so clients can access services and information independent of their geographic location.

The Ministry has established the infrastructure to support a corporate data warehouse and use of Business Intelligence tools. Data marts have been developed to support program information and performance management of the Ministry's new employment programs, which are more flexible in meeting individual client needs. Financial and Human Resource data marts also allow for easy access to information and improved decision making.

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Another key area for 07/08 is focusing on improved information security policy and procedures through education and awareness. To support Ministry staff with information security, a new website has been launched to provide up-to-date security information.

Development of this future state will be implemented within the context of government's strategic direction, cross-sector collaboration, Enterprise Architecture (EA), best practices, and BC Government technology strategies, initiatives and standards.