



# ORO Community News

## Special Edition

### Building a Framework for Success

#### ▶ YOUR VOICE

Summer 2010 — Volume 16

### Your Community's Recognition of Excellence

In this issue, we are celebrating the recipients of the 2010 IM and IT Community Recognition Awards. Eight awards in six categories were presented by Corinne Charette, CIO for the Government of Canada on May 27 at the DPI gala as part of the 2010 Professional Development Week.

I'd like to emphasize the importance of the values exemplified by the award categories: Leadership, Community Building and Shareable Business Improvement. These values are crucial in advancing the IM and IT communities, and indeed, the Public Service, in this time of renewal and change.

Let me take this opportunity to add my congratulations to those who received an award, those who were nominated, and to all of you in the IM and IT communities who continue to find innovative ways to improve IM and IT service delivery across government. My sincere thanks to the interdepartmental judging committee.

With this issue, this newsletter is renamed **Your Voice**. Like the Awards, the newsletter is about **your** achievements and the best practices that we can share, collaborate and learn from.

Marj Akerley,  
Executive Director,  
Organizational Readiness Office

### IM – Shareable Business Improvement

**Natural Resources Canada's Integrated Knowledge Base and Library Transformation Team** has embraced new technologies and approaches to client service. By adopting web 2.0 principles and tools, they are providing NRCan employees with many resources at their desktop, including ejournals, wikis, blogs,

Twitter and videosharing via NRTube, NRCan's YouTube equivalent.

NRCan has also developed an integrated on-line Knowledge Base creating a single gateway to departmental information resources such as electronic documents, databases, intranets, wikis, blogs and video products. They are also early adopters of open source software products such as Evergreen and Drupal for their Library operations and have generated much interest from other federal organizations for their efforts here.

NRCan has, in addition, been a key contributor to interdepartmental collaboration contributing to the advancement of GCPEDIA and the development of the GoC IM Guidelines for Web 2.0.

Many of their information management products are available on GCPedia, the Government of Canada's wiki, for the benefit of all federal public servants.



Peter Cowan accepted the award from NRCan CIO Margaret Ahearn on behalf of the team.

### IM – Community Building

**The Canadian Federal Libraries Strategic Network (CFLSN)** provides a forum for library professionals and managers with broad IM responsibilities. It encourages broad-based collaboration on idea sharing and has led to participation in IM Community projects, such as IM Community Generics, the Guideline on Published Information, as well as Library and Archives Canada's ADM Task Force on the Future of Library Service.

Starting with 17 founding departments, the Network's membership list has expanded to include 70 federal organizations. It has proven to be an agile network of IM professionals able to respond quickly to calls for contribution or consultation and provide informed input from across the Government's diverse IM community.



On behalf of the Network, Charlene Elgee (centre) accepted the award from Borys Koba, CIO of Citizenship and Immigration, and Corinne Charette, CIO for the Government of Canada.



### IM - Leadership

**Transport Canada's Information Management Awareness Team** was recognized for its success in creating the first IM Awareness Program of its kind in the GC.

Transport Canada's program involved the development of training materials and communication and marketing strategies. It also involved implementation and sustainability strategies and has been adopted by other government departments and by other governments internationally. Transport Canada continues to share its program experiences and material with other federal departments as well as with provincial governments, small agencies and international organizations.

Stéphane Thibodeau accepted the award on behalf of the team.



Transport Canada recipients Stéphane Thibodeau and Pierre-Louis Ponton with André Morency.

### IT – Shareable Business Improvement

Due to the exceptionally strong showing in this category, three teams received the award.

#### 1. Managed Output Services Team

Managed Output Services (MOS) is a new way to provide and manage output from departmental printers, fax machines and photocopiers. Transport Canada completely re-engineered the department's document-production methods to reduce

the costs associated with its printing services, enhance productivity and improve client service. MOS has received overwhelming expressions of interest from several federal departments and, in part because of the excellent results achieved with MOS, PWGSC has put in place supply arrangements to assist federal government departments and agencies to implement similar services.

Pierre-Louis Ponton accepted the award on behalf of the team.

#### 2. Internal Credential Management Team

Managed by Public Works and Government Services Canada, Internal Credential Management is a Public Key Infrastructure credential management service for internal government business. It provides Government of Canada employees with an online self-service capability to obtain their PKI identity-based credential. It is an efficient, green alternative to the current labor-intensive and lengthy manual Local Registration Authority process for credential issuance.



On behalf of the Internal Credential Management Team, François Brisson accepted the award from Maurice Chénier, CEO, Information Technology Services Branch, PWGSC.

#### 3. Test Results Search Tool Development Project Team

The Test Results Search Tool is a web-oriented, Java-based solution that was developed to replace the existing mainframe system. Developed by the Public Service Commission, the new system permits departments' HR officers to access the official database for Second Language Evaluation test results.



Victor Gatt accepted the award from PSC CIO Hachem Ben Essalah on behalf of the Test Results Search Tool Team.

### IT- Leadership

**Nasser Alsukayri** of Human Resources and Skills Development Canada (HRSDC) received the award for Leadership in Information Technology, for management excellence in leading the Shared Application Delivery Environment (SADE) project.

The SADE project created and operated a software and hardware platform in support of the cost-effective development of applications. It is managed by a team of technical specialists on behalf of the development community. It eliminates the need to maintain separate platforms for development work, and has saved HRSDC approximately \$5 million in its first year of operation.

As manager of this project from 2005 – 2010, Nasser demonstrated an exemplary management style as well as impressive technical competency and leadership abilities, significantly contributing to the project's success.





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*Nasser Alsukayri (centre) was congratulated on his award by Mustafa Zommo, Associate CIO, HRSDC and Corinne Charette, CIO for the Government of Canada.*

### IT – Community Building

**2009 Training Seminar Organization Committee (Comité organisateur de séminaire de perfectionnement 2009)**, part of the Quebec Federal Council in Information Technology (Conseil fédéral du Québec en technologie de l'information) received the IT award for Community Building.

The Council brings together more than 30 federal departments and agencies operating in Quebec to share their knowledge and experience in IM-IT via a community of practitioners. The 2009 Seminar emphasized interdepartmental collaboration and in-government expertise and was a resounding success for the 200 participants.



*Dénis Richard of CRA accepted the award on behalf of 2009 Training Seminar Organization Committee from CIO Peter Poulin.*

### At the awards ceremony...



*Corinne Charette, CIO, and Pierre Boucher, Deputy CIO, celebrated the achievements of the IM-IT community.*



*Marj Akerley, Executive Director, ORO, and Laura Simpson of TBS*



*Benoit Long, Chief Technology Officer for the Government of Canada, with Corinne Charette.*

### Contact Us...

Your comments are always welcome. Please e-mail us at: [oro-bgc@tbs-sct.gc.ca](mailto:oro-bgc@tbs-sct.gc.ca)

Never tell people how to do things. Tell them what to do and they will surprise you with their ingenuity.

**General George S. Patton, Jr.**



*Susan Kemp and Jay Amdur, DPI President and Vice-President respectively, enjoyed a rare moment of relaxation at the ceremony following a hectic week.*

