Ontario ☯

Government of Ontario

Information & Technology Standards

Government of Ontario IT Standard (GO-ITS)

Number 30.1

Enterprise-wide Case Management Product Standard

Draft Version #: 1.1

Status: Approved

Prepared for the Information Technology Standards Council (ITSC) under the delegated authority of the Management Board of Cabinet

Foreword

Government of Ontario Information Technology Standards (GO-ITS) are the official publications on the guidelines, preferred practices, standards and technical reports adopted by the Information Technology Standards Council (ITSC) under delegated authority of the Management Board of Cabinet (MBC). These publications support the responsibilities of the Ministry of Government Services (MGS) for coordinating standardization of Information & Information Technology (I&IT) in the Government of Ontario. Publications that set new or revised standards provide enterprise architecture guidance, policy guidance and administrative information for their implementation. In particular, GO-ITS describe where the application of a standard is mandatory and specify any qualifications governing the implementation of standards.

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1. Introduction

1.1 Background and Purpose

The intended purpose of selecting product brand standards for enterprise-wide Case Management (CM) software is to meet the technological needs of the Government of Ontario while positioning the government for service delivery improvements by reducing system complexity and costs.

Product standardization is established to limit the number of software products in use within the OPS. The nature of product standards means that they are the primary products deployed within the OPS. Future procurement activities may or may not change the product standard on a go-forward basis.

Amendment Notice (2021)
The reader should note that this version of the standard has been improved over the previous release by the insertion of the following paragraph:
The standard will continue to apply to traditional installed Commercial off-the-shelf (COTS) case management software and CM solutions aligning with the 'Cloud First' standard (GO-ITS 25.21). Note that this standard was established in support of the prior OPS Major Application Portfolio Strategy, and as such, GO-ITS 30.1 will expire on March 31, 2022.

1.2 Applicability Statements

Government of Ontario IT Standards and Enterprise Solutions and Services apply (are mandatory) for use by all ministries/clusters and to all former Schedule I and IV provincial government agencies under their present classification (Advisory, Regulatory, Adjudicative, Operational Service, Operational Enterprise, Trust or Crown Foundation) according to the current agency classification system.

Additionally, this applies to any other new or existing agencies designated by Management Board of Cabinet as being subject to such publications, i.e. the GO-ITS publications and enterprise solutions and services - and particularly applies to Advisory, Regulatory, and Adjudicative Agencies (see also procurement link, OPS paragraph). Further included is any agency which, under the terms of its Memorandum of Understanding with its responsible Minister, is required to satisfy the mandatory requirements set out in any of the Management Board of Cabinet Directives (*cf*. Operational Service, Operational Enterprise, Trust, or Crown Foundation Agencies).

As new GO-IT standards are approved, they are deemed mandatory on a go-forward basis (Go-forward basis means at the next available project development or procurement opportunity).

When implementing or adopting any Government of Ontario IT standards or IT standards updates, ministries and I&IT Cluster must follow their organization's pre-approved policies and practices for ensuring that adequate change control, change management and risk mitigation mechanisms are in place and employed.

For the purposes of this document, any reference to ministries or the Government includes applicable agencies.

1.3 Requirements Levels

Within this document, certain wording conventions are followed. There are precise requirements and obligations associated with the following terms:

Must	This word, or the terms "REQUIRED" or "SHALL", means that the statement is an absolute requirement.
Should	This word, or the adjective "RECOMMENDED", means that there may exist valid reasons in particular circumstances to ignore the recommendation, but the full implications (e.g., business functionality, security, cost) must be understood and carefully weighed before

2. Contact Information

2.1 Roles and Responsibilities

Accountable Role Definition
The individual ultimately accountable for the process of developing this standard. There must be exactly one accountable role identified. The accountable person also signs off as the initial approver of the proposed standard before it is submitted for formal approval to ITSC and ARB. (Note: in the OPS this role is at a CIO/Chief or other senior executive level).

Accountable Role:
Head, Technology Adoption Branch, Office of the Corporate Chief Technology Officer, MGS

Responsible Role Definition
The organization responsible for the development of this standard. There may be more than one responsible organization identified if it is a partnership/joint effort. (Note: the responsible organization provides the resource(s) to develop the standard).

Responsible Organization:
The organization responsible for the development of this standard is the Technology Adoption Branch, Office of the Corporate Chief Technology Officer, MGS.

Support Role Definition
The support role is the resource(s) to whom the responsibility for actually completing the work and developing the standard has been assigned. If there is more than one support role, the first role identified should be that of the editor – the resource responsible for coordinating the overall effort.

Support Role:
Ministry/Cluster: MGS
Division: Office of the Corporate Chief Technology Officer
Branch: Technology Adoption Branch
Section: ITSM Program and I&IT Standards
Job Title: Standards Coordinator
      Name: Paul Daly
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Consulted

Organization Consulted (Ministry/Cluster)	Division	Branch	Date
MGS	Office of the Corporate Chief Technology Officer,	Corporate Architecture Branch	2008
MGS	Supply Chain Management	I&IT Procurement Branch	2008

Committee/Working Group Consulted	Date
ITELC	2008
Treasury Board; Management Board of Cabinet	2008
IT Standards Council	2008

Informed

Organization Informed (Ministry/Cluster)	Division	Branch	Date
All Clusters	N/A	N/A	2008

Committee/Working Group Informed	Date
Internal branches within Office of the Corporate Chief Technology Officer: Applied Architecture Branch; Technology Adoption Branch	2008

2.2 Recommended Versioning and/or Change Management

Changes (i.e. all revisions, updates, versioning) to the standard <u>require authorization from the "responsible" organinaction</u>.

Once a determination has been made by the responsible organization to proceed with changes, the Standards Section, Technology Adoption Branch, Office of the Corporate Chief Technology Officer, will coordinate and provide assistance with respect to the approvals process.

The approval process for changes to standards will be determined based on the degree and impact of the change. The degree and impact of changes fall into one of two categories:

1) Minor changes *- requiring communication to stakeholders. No presentations required. <u>No ITSC or ARB approvals required</u>. Changes are noted in the "Document History" section of the standard;*

2) Major changes *- requiring a presentation to ITSC for endorsement and ARB for approval (Note: ARB reserves the right to delegate their approval to ITSC)*

Below are guidelines for differentiating between minor and major changes:

Major:
- represents a major version change to one or more specifications
- impacts procurement
- requires configuration changes to current solutions
- impacts other standards
- responds to legislative, policy or procurement changes

Minor:
- represents incremental version changes to one or more specifications
- does not impact procurement (other than informational)
- does not require configuration changes to current solutions
- does not impact other standards
- is not related to legislative, policy, or procurement changes

2.3 Publication Details

All approved Government of Ontario IT Standards (GO-ITS) are published on the ITSC Intranet web site. Please indicate with a checkmark below if this standard is also to be published on the public, GO-ITS Internet Site.

Standard to be published on both the OPS Intranet and the GO-ITS Internet web site (available to the public, vendors etc.)	☑

3. Compliance Requirements

All OPS projects/solutions which are planning to utilize Case Management (CM) software will be required to select one of the products listed in section 4. Selection is based on a second-stage evaluation process whereby functional requirements are deemed best met following analysis and reference to the **GO-ITS 56.2 OPS Case Management Reference Model**.

Product Selection Process:

1. Ministry/cluster will describe the requirements in the usual way.

2. Ministry/cluster must demonstrate alignment of the business model to **GO-ITS 56.2 OPS Case Management Reference Model**, and identify the key CM business functions to be supported.

3. Ministry/cluster must determine which product best aligns with the requirements to select a product from section 4. (Technical configuration specifications for the two products will soon be available to ensure technical compatibility and maintenance efficiencies).

If neither product meets the requirements, a justification for exemption must be developed and presented to their Cluster CIO. The Cluster CIO formally requests an exemption from ITELC. If an exemption is granted, the ministry/cluster proceeds with a separate procurement.

Technical specifications and version control information for the latest products will be published on an ongoing basis. This set of specifications must be used for the evaluations.

4. Mandatory Products

This standard declares two products that the Government of Ontario has selected for enterprise-wide CM based solutions:

- Cúram's Business Application Suite
- Oracle's Siebel Customer Relationship Management

5. Document History

Created: 2008-12-04

Updated: 2008-12-05
- Draft Version number set to 0.10

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- Content. Draft set to Version 0.12

Updated: 2008-12-12
- Clarification in Compliance Requirements section. Draft set to Version 0.16
- Draft (ver. 0.16) distributed to IT Standards Council members on 2008-12-16

Updated: 2009-01-14
- GO-ITS number changed to GO-ITS 30.1. Draft set to Version 0.16a

Endorsed: 2009-01-21
- Endorsed by IT Standards Council

Approved: 2009-01-29
- Architecture Review Board approval
- Approved version number set to 1.0

Amendment Notice: 2021-06-30
- Architecture Review Board
- Version number set to 1.1

6. Copyright Information

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