

Undertaking # 21

Please provide the quantitative financial metrics in support of Technology Modernization program charter.

RESPONSE:

The undertaking sought the financial metrics for the oversight of the Technology Modernization Program. The Program is unique from other Information Technology (IT) programs because Manitoba Public Insurance (MPI) uses it to address technology risks to the corporation and to ensure that all of our IT infrastructure runs on supported vendor platforms whether it is hardware, software applications, operating systems, firmware, and or any devices like BlackBerry phones. To use the analogy provided by CAC Exhibit 12, p. 9, MPI ensures the water tank is maintained and replaced as required to mitigate risks like running out of hot water and flooding the basement. In addition, maintenance ensures we further de-risk a negative outcome if new features become available on the market. For example, the water tank MPI would use would have a safety pan underneath it and a hose going from the draining pan to the basement drain. The money is used within this context for:

- Extended enterprise with over 4,000 users at 600 locations throughout the province
- 134 business applications
- Managed computing devices 3,191
- Managed wireless devices 978
- Complex computing environment involving multiple solutions integrated:
 - Web Servers
 - Database Servers (6 versions, 2 platforms)
 - Middleware (2 platforms)

- Infrastructure Statistics:
 - Over 700 virtual servers (managing both Windows and AIX)
 - High Availability solutions for Top Tier Applications
 - Over 1.3 PetaBytes of Storage
 - Over 3100 managed databases

MPI needs to do this to ensure it meets IT service levels, prevent another situation like the one ITO addressed, and mitigate cyber security threats. The justification for the technology modernization funding is risk and capability based. The money this year will be used for the following necessary updates at a cost of \$6M.

- Application Portfolio Management
- Infrastructure Risk Management
- Risk Registry Remediation
- Application Risk Management
- Information Security Risk Management
- Technology innovation and capabilities

MPI will be asking its Board of Directors to approve the budgets on a yearly basis based on the work to be performed and quotes received from various vendors.