

Respect

Excellence

Integrity

Leadership



Real Property Business and Systems Transformation (RPBST) Project

Increasing Productivity Through Integrating Service Delivery Tools



Presented to:
**NATIONAL EXECUTIVE FORUM
ON PUBLIC PROPERTY**

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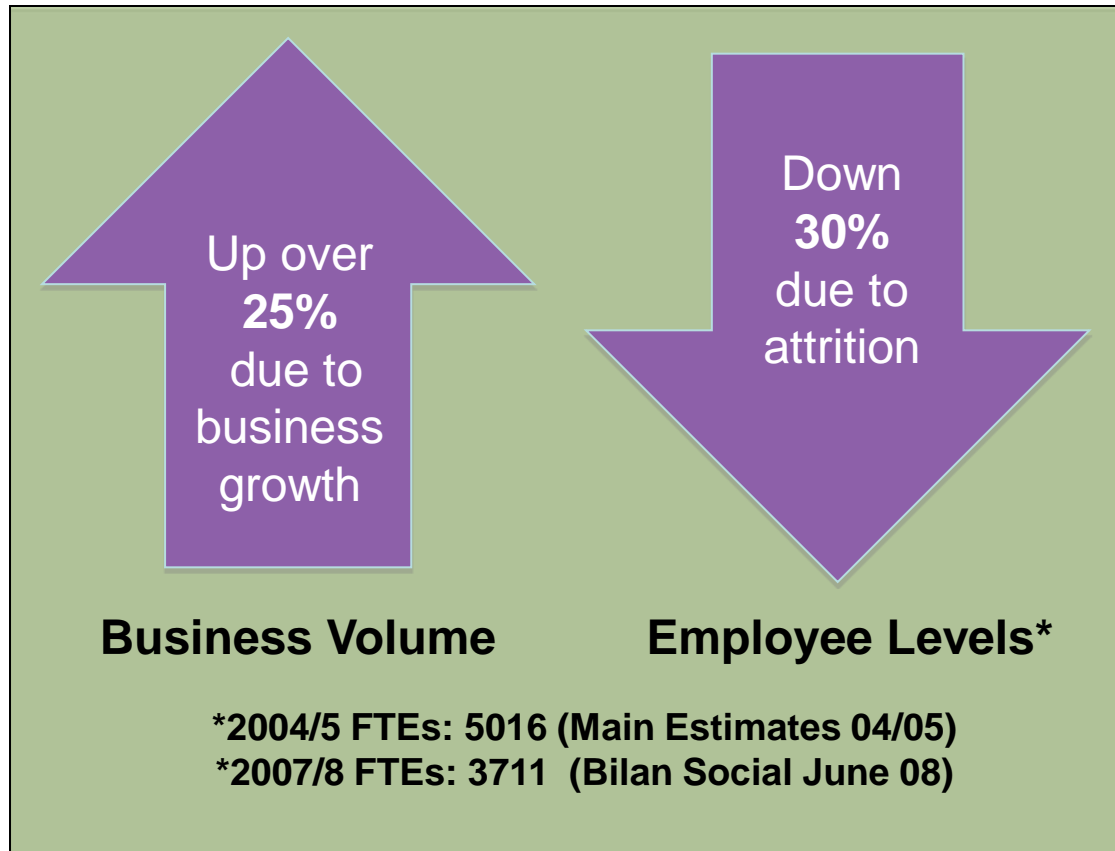
RPBST Project - Presentation Overview

- Project drivers
- Scope, objectives and schedule
- Detailed Definition Phase
 - Refined scope, timeline and activities
- Developing the Solution
 - Business process alignment and the “to-be” state
 - Technical solution capabilities
- So....What’s in it for federal real property custodians?
- Q & A

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Drivers



Pressures

Projected increase in business volume combined with anticipated reduced employee levels highlights need to increase service capacity

Challenges

- **Accountability:** Expectations of clients, citizens and government
- **Accommodation:** Continuing pressures for savings and standardization
- **Services:** TB Service Policy – performance based agreements; need for greater efficiencies in management and delivery of services

What is the RPBST Project ?

The Real Property Business and Systems Transformation

Project is fundamentally, a business modernization project that includes:

- Selection and implementation of a combined business-process and systems solution
- A Change Management and Communications Strategy and Plan to ensure key and influential stakeholders are engaged, nationally, in the right way at the right time
- End-user training and post “Go-Live” support
- Development of interfaces between the new solution and the remaining legacy applications and the conversion of legacy data

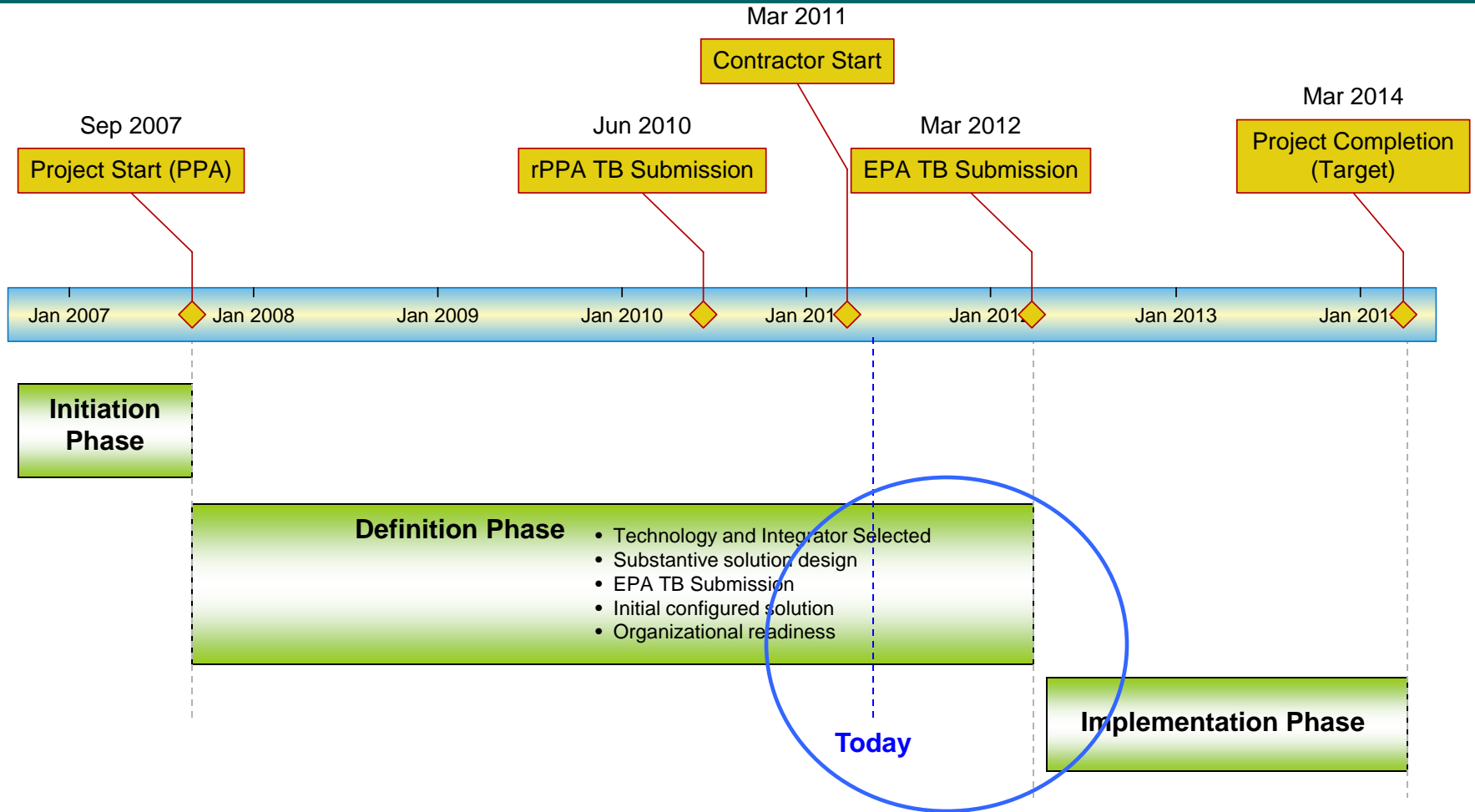


is the name of the solution

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Baseline RPBST Project Schedule

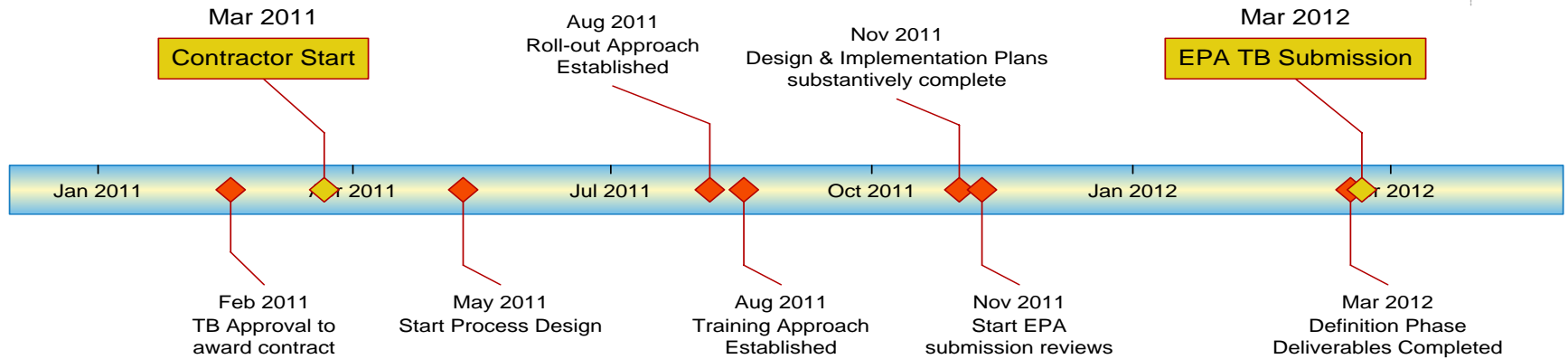
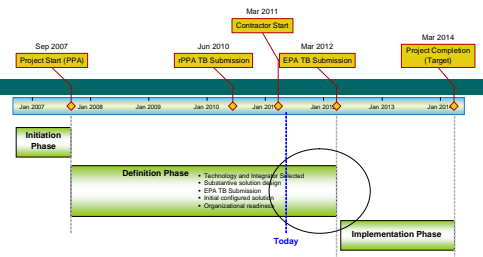


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Balance of Definition Phase

Baseline RPBST Project Schedule



◆ Substantive Content to support EPA

Fit Gap

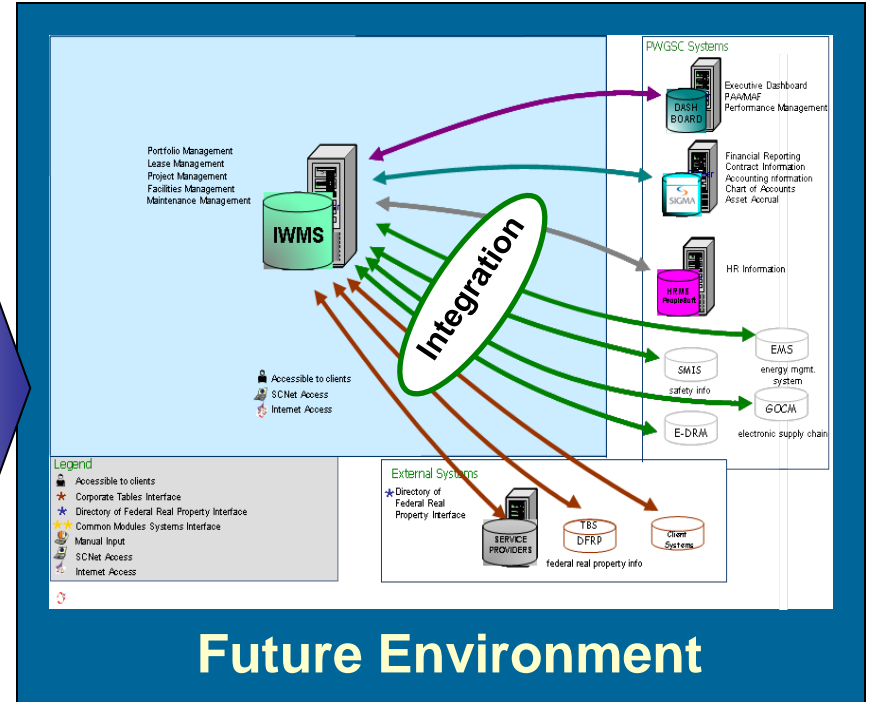
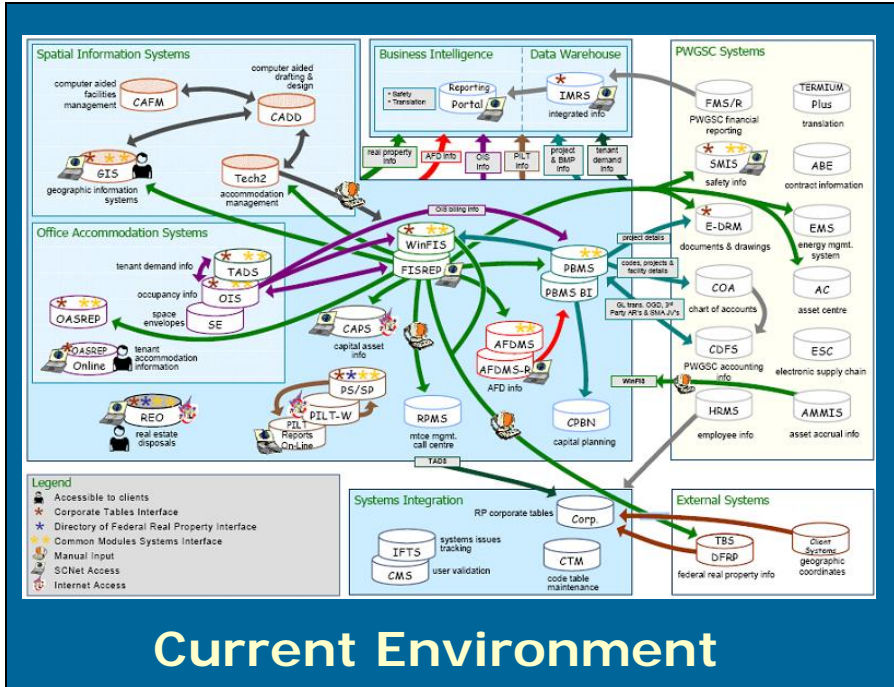
Treasury Board Prep

Deliverable Review

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Technology Transition



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Business Need # 1: Support RPB Stewardship and Service Delivery Function

Business Need	NOVUS Needs to Support Stewardship
<p>PWGSC's Real Property Branch is the government's real property centre of expertise. We manage 1,843 locations across Canada where 265,000 public servants deliver programs & services from 110 departments and agencies.</p>	<p>- Accountability for health & safety remains with RPB – regardless of who maintains a facility.</p>
	<p>- Accountability for asset integrity, regardless of who is managing the asset.</p>
	<p>- Value for money must be demonstrated in order to extend 3rd party relationships further</p>
	<p>- Care for the environment, use of energy needs to be demonstrated by RPB in its operations</p>

An integrated NOVUS solution needs to obtain information from a variety of sources, service providers, and support detailed and summary level reports about real property operations, transactions, and results.

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Business Need # 2: Support Enterprise Decision Making

Business Need	NOVUS Needs To...
<p>To support RPB strategic direction and migrate to service management, then...</p>	<p>Obtain information from third party service providers, from a variety of systems and present this information as part of an integrated real property program</p>
	<p>Reduce cost to switch, add, remove third party service providers by providing a stable, interoperable IM/IT infrastructure, application, and data exchange capability</p>
	<p>Be able to extract information that will guide business</p>

A NOVUS solution must enable work with and leverage of the private sector by improving information interoperability

Business Need # 3: Contribute to Resource Efficiency

Business Need	NOVUS Needs to ...
Real Property Branch must address increasing workload with reduced funding resources.	Replace the current IM/IT infrastructure system that supports the business as it is too expensive.
	Enable workload efficiencies through application of industry standard processes.

A NOVUS solution must provide real efficiencies to address drivers of smaller population and increased business volume



RPBST Definition Phase Deliverables

<p>1. EPA Submission (including Annexes and supporting documents)</p>	<p>Includes key sub-deliverables of:</p> <ul style="list-style-type: none"> • Strategies • Plans • Value proposition, and • Independent validations
<p>2. Technology and Integrator Selected</p>	<p>Deliverable is contract award for integration and enabling technology. Key sub-deliverables include:</p> <ul style="list-style-type: none"> • Completing an RFP, • RFP evaluation, and • TB submission for contract award
<p>3. Solution Provider and COTS Assessment</p>	<p>Deliverable is an assessment of how the selected Solution Provider and COTS product meet needs of project.</p>
<p>4. Initial Configured Solution</p>	<p>Deliverable is an initial configured solution based on the COTS application to 50% of RPB Business processes.</p>
<p>5. Organizational Readiness</p>	<p>Deliverable is achieving an organization readiness rating of 80% at the RPB senior mgmt level (DG+)</p>

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What's in it for federal real property custodians?

- New tools and easier access to data =
 - Better (and faster) learning
 - Greater opportunity for innovation
- Full integration of systems =
 - Elimination of duplication of effort (Single data entry)
 - Better reporting (dashboards) & better decisions
- Elimination of reconciliation activities =
 - Shift to higher value activities
 - Increased job satisfaction
- Enhanced service quality =
 - Improved customer satisfaction
 - Increased job satisfaction
- Streamlined processes / increased automation =
 - Faster cycle times
 - **Reduced workload !!!**

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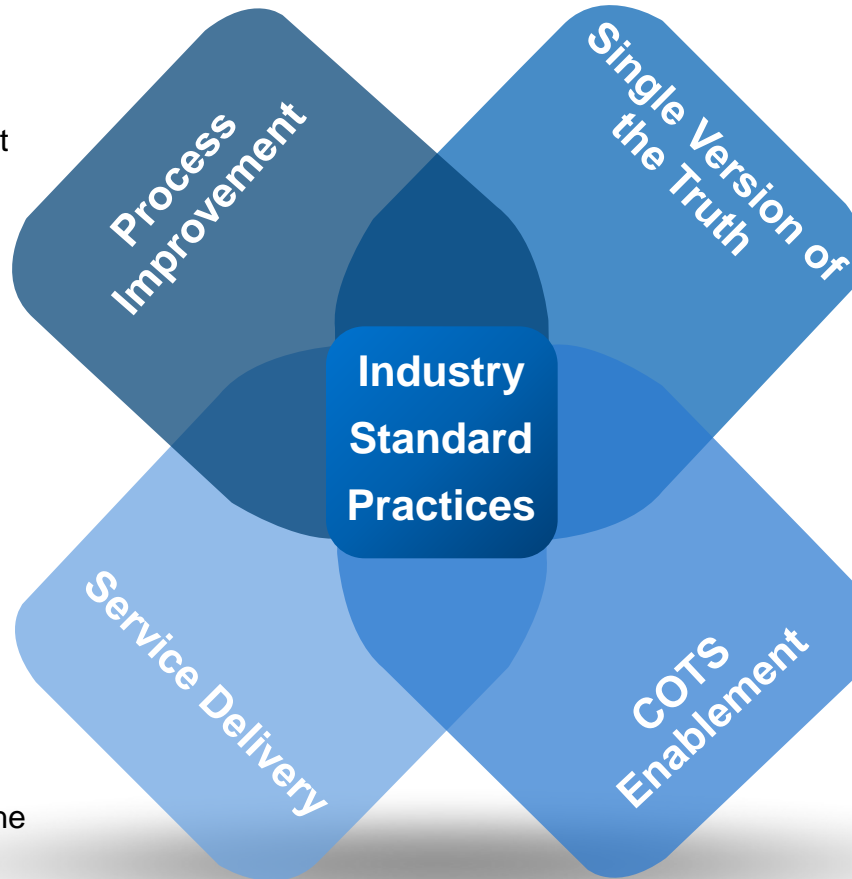
Opportunity Areas

Process Alignment

- Alignment with standards
- Streamlined and consistent processes
- Time, Cost, Quality
- Focus on outcomes and value
- Focus on end to end cross functional activities

Service Delivery

- Improve client and departmental outcomes
- Measure / understand / improve
- Single, consistent face to the client



Single Version of the Truth

- Single, integrated System of Record for Real Property
- Consistent measurement and performance management
- Reporting aligned with outcomes
- Enable evidence-based decision making
- Enter information once – available to all

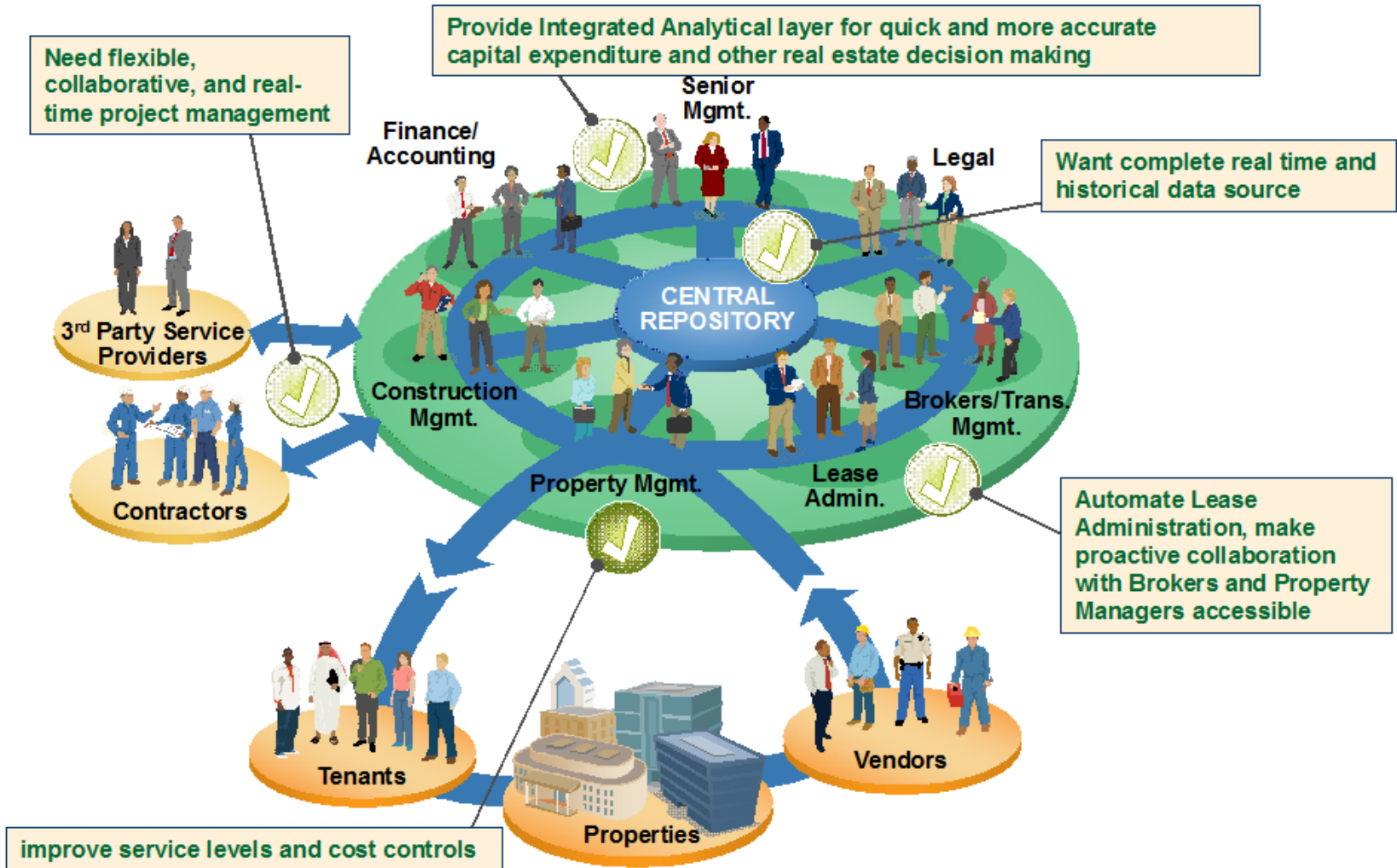
COTS Enablement

- Workflow enablement
- Integrated portfolio structures
- Simplification of solution environment
- Continual solution improvement

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Integrated Solutions Remove Silos



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Questions and Answers

GC Community Can Learn More At:
www.gcforums.gc.ca/pwgsc/novus

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