

Provincial SAP Services

Same Service, Same Cost

SAP is the IT system the province uses to support its financial management and other business functions, including procurement, vacation/time management, payroll, and human resources.

As part of its new Global Delivery Centre, IBM will deliver SAP support services to the province and its public sector clients, including district health authorities, school boards, housing authorities, and some municipal entities. The GDC will be located in Halifax with services also delivered from Sydney.

This is a 10-year contract. The transfer date is March 1, 2013.

Same Service, Same Cost

IBM will deliver the same level of service based on today's cost, \$8.4 million this year, adjusted annually for inflation.

IBM will provide the province and public sector clients with help desk services and incident maintenance, system enhancements, standard operational changes, and application system administration (i.e., security).

The province will maintain control of the provincial SAP asset (the systems and software licensing). A Department of Finance team will be responsible for contract management and performance evaluation, client relations and planning, business integration, project management, and policies and procedures for usage and access.

Other SAP service providers can continue to bid on between 50 and 75 per cent of government project work related to system enhancements outlined in the annual capital plan. IBM is guaranteed at least 25 per cent, and up to 50 per cent, of this project work, when they meet job creation targets.

Personal Information Protections

- Security features either reflect the province's current practices or enhance them.
- No personal information will leave Nova Scotia—it will remain on the servers that the province will continue to own and operate in its data centre.
- The province determines what is considered "personal information" (e.g., address, banking information, social insurance numbers).
- Any other data that may be shared for testing or quality assurance will be masked to protect personal and identifying information.

Protections and Opportunities for Employees

The services IBM will provide are currently provided from within two public service teams: the Department of Finance's Corporate Information Systems (CIS) division and the Capital District Health Authority's Health Authorities SAP Project (HASP) team.

- IBM will provide job offers to 75 employees affected by this change.
- Twenty-one employees will be reassigned to the provincial team.
- Fifteen employees whose roles are not included in these services (primarily payroll) will remain at HASP and are affiliated with the Merged Services Nova Scotia initiative.

Employees are expected to receive offers in mid-November. The offers will recognize annual salaries, past service, and provide a benefits package that is, overall, comparable to what employees have now.

Under the NSGEU Collective Agreement, unionized employees (from the CIS division) who choose not to accept a job offer with IBM can pursue placement rights within the civil service.

Employees will have several weeks to decide whether or not they choose to accept job offers. The province and Capital Health will ensure that employees have the information and support they need to make a well-informed decision.