

Information Technology Services

First Nations (Alberta) Technical Services Advisory Group (TSAG)

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Short History

- Newest member of the TSAG family of programs.
- Created in May 2008 with Health Canada's partnership to enhance and stabilize the community health network by:
 - improving network connectivity to community health centres
 - providing technical support to health centre staff
 - designing and implementing a stable and sustainable provincial network infrastructure.



Goal and Objective

- Goal – Plan for and deliver information technology infrastructure to support TSAG and its stakeholders' mission and activities.
- Objective – Provide, support and sustain an effective information technology infrastructure to benefit and to empower the First Nations community in Alberta.

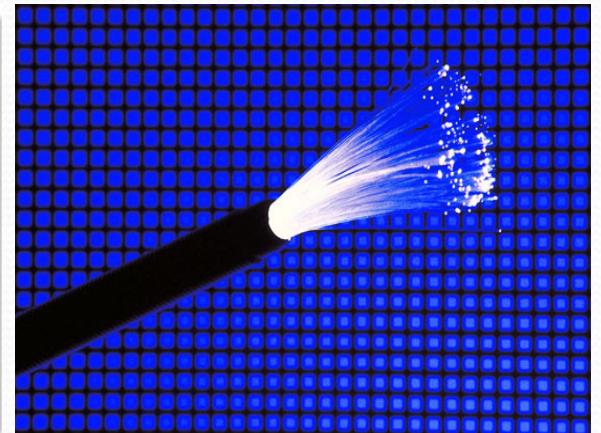


How do we do it?

- Think big but take baby steps.
- Build on incremental success.
- Be cost effective.
- Listen to the needs of the community.
- Recommend and take on projects that will contribute to the overall IT infrastructure.
- Build a strong foundation that fosters mentorship in the IT field – capacity building.

Current Projects and Activities

- SuperNet Fiber Optic Cable Construction (Last Mile) to the health centres.
 - Started in June and completed in September of 2008.
 - 43 health centres and facilities connected.
 - Over 27,000 meters of fiber optic cable installed.



Current Projects and Activities

- Community health centre fiber optic light up project.
 - Next step to the fiber construction project.
 - Health centres will see significant improvement in Internet access and video conference experience once completed.
 - Roll-out teams will be visiting health centres between now and March 2009 to convert to fiber network.
 - Network Control Centre will be able to monitor connectivity status across the province and respond to outages proactively.

BEFORE



AFTER



Current Projects and Activities

- Community IT Support Service Desk
 - Work underway to create a team of technicians to provide computer and network support initially to the health centres with the capacity to expand to other areas within the communities.
 - Guaranteed response time.
 - Service ticket creation, tracking and monitoring.
 - Phone support, remote desktop support, scheduled and emergency site visits.



Other initiatives on the horizon

- VOIP.
- Enhanced support to clinical telehealth services.
- Network infrastructure and technical support to SchoolNet.
- Expanding internet services to the community – ie. Band office, water treatment plants, residence, etc.

THANK YOU !

Questions and Answers

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