**TEMPLATE – Memorandum of Understanding**

**Between**

**Innovation, Information Technology Branch (IITB)**

**and**

**<Branch A>**

**Version Log**

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| **Version** | **Date** | **Changed By** | **Change Description** |
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# Recitals

Whereas <Branch A> has the authority, capacity, and expertise to deliver <Service Name XYZ> as part of <Program name XYZ> and IITB has the authority, capacity, and expertise to develop, operate, host, and assess software against the Information Management and Information Technology (IM/IT) regulations of the Treasury Board (TB) Directive on Service and Digital and the TB Directive on Security Management, therefore IITB agrees to provide <Branch A> with IT staff that will be dedicated to <Branch A>’s delivery of <Service Name XYZ>.

<Branch A> will transfer an amount equal to <$$$$$$> on a yearly basis to IITB. This amount will be used to staff IT personnel and pay public cloud hosting fees (if necessary).

IITB will be consulted to estimate the yearly IT Budget.

The IT Staff will remain in IITB. Their performance assessment will reflect both <Service Name XYZ >’s delivery and IITB’s expectations.

The term “Product Team” in this document refers to the members of the team that will be formed by including the <Branch A>’s staff and the dedicated IITB staff, as documented using the IITB Directive on Product Management.

# Commencement and Duration

This Agreement will commence on <YYYY-MM-DD> and will be reviewed [each year, each 4 years, on YYYY-MM-DD]

# Mutual Vision, Strategy, and Outcomes

[ This section develops a common vision and associated business strategies to ensure the parties are aligned with the mutual vision and strategies as negotiations evolve. This section should identify the outcomes expected from the establishment of a relationship and their linkage to the business objectives of the department]

The move to Digital puts software as part of service delivery as the products enabling the service are more and more software-based. Some of those software-based products are exposed to service consumers (e.g. a website). The use of software brings new opportunities for rapid service improvements as interactions with software generates large amount of data. This data is insights that can be used for evidence-based decision making, to improve existing business processes, enhance user experience, and continuously address cyber security risks.

To capitalize on this opportunity, smaller and more continuous changes in software should be enabled and facilitated. Funding cross-functionally skilled “product teams” enables collaboration amongst the different expertise traditionally segregated in organizational charts.

[narrate how this will specifically benefit the Program and the services it delivers to Canadian. Recommend using the Programs Performance Information Profile’s desired outcomes, ESDC’s Service Strategy and its Service Target Operating Model, and using an agile approach of trying, evaluating, and course correcting to navigate ambiguity].

# Purpose and Objectives

[This section defines the specific intent of the service relationship being formed and the expected outcomes for all parties to the agreement. Should tie back to the Program’s Performance Information Profile and it’s target outcomes. In addition, IM/IT Cyber Security and technical debt risk remediation may be added for value co-creation between IITB and <Branch A>]

Projects initiated outside of the Product Team’s circle, such as transformational agenda and legislation changes, still exist and are expected to engage with the Product Team’s Head of Product to negotiate commitments and product team’s capacity challenges.

Integrity rules in the use of public funds and in software delivery are expected to remain, such as release management and cyber security assessments. In that spirit, project management discipline, information management, and cyber threat modeling expertise is expected to be embedded in the product team and will be monitored by the behaviours expected to be manifested from complying with the IITB Directive on Product Management.

# Reference to Supporting Documents of Related Agreements

[IITB Directive on Product Management](https://014gc.sharepoint.com/sites/IITB-ITStrategy/Shared%20Documents/Forms/AllItems.aspx?id=%2Fsites%2FIITB%2DITStrategy%2FShared%20Documents%2FSTRATEGIES%20AND%20INITIATIVES%2FProduct%20Management%2FBranch%2DInitiative%2DJobBank%2FPilot%20Framework&viewid=d33d4b65%2Df5f8%2D4604%2Daa42%2D5f0a6b952413)

<Program Name’s PIP>

<Service Name’s description>

# Scope

The scope of this agreement resides in what services the dedicated IITB staff will provide to <Branch A>. These include:

* Developing software
* Operating and managing software (e.g. bug fixes, patching)
* Hosting software
* Providing advice on the risks and alignment to ESDC’s Enterprise Architecture Target State
* Estimating IT budgets based on demands (requirements)
* Actively participating and collaborating with the whole Product Team
* Engaging with other IITB services, when need be, to obtain IM/IT advice or approvals (e.g. Architectural services, Release Management procedures, IT Security Assessments)

Members of the product team are expected to comply with the IITB Directive on Product Management.

# Fee Structure or Resource Pooling Arrangements

The funding model will be based on the “Pooled resources model” where IITB and <Branch A> agree on an annual scope of work, resulting in Human Resources (IT staff) and Hosing Credit costs (if public cloud services are used).

The amount of IT fund transferred from <Branch A> to IITB should be estimated based on the number of software releases expected per year, and historical trends.

Expenditures of the IT funds received from <Branch A> to IITB will be costed to under the <Program Name>

# Performance Targets and Reporting

TBD

# Authorities and Accountabilities

TBD

# Relative Roles and Responsibilities / Governance

As per IITB Standard on Product Management / Governance Structure

# Designated Officials

The following parties will be accountable for the implementation and for the operation of this agreement:

- <name of person>, <title>, <position in IITB>

- <name of person>, <title>, <position in Branch A>

# Dispute Resolution

Dispute with this agreement will be resolved between the CIO and the <Branch A> ADM/sADM in a collaborative spirit.

# Amendments and Termination

Amendments to this agreement or its termination will be done in written form (via digitally signed email, or paper-based with signatures) and with the mutual consent of both parties.

# Signatories

By signing below, Approvers indicate their acceptance of all terms and conditions outlined in this Agreement.

Approvers Name Title Approval Date

[Signature] [The MOU should be signed at the Designated Official, DM/ADM level] [YYYY-MM-DD]

[Signature] [The MOU should be signed at the Designated Official, DM/ADM level]