

Management Response and Action Plan

Evaluation of the Northern Projects Management Office (NPMO) – 2016-17 to 2018-19 July 2019

Recommendations	Actions	Responsible Manager (Title / Sector)	Planned Start and Completion Dates
<p>1. In the short to medium-term, the NPMO should focus on strengthening delivery of the core services of federal government coordination, maintenance and monitoring of the adequacy of the Crown consultation record, and issue management.</p>	<p>Agree. <i>Preamble: The Agency agrees that NPMO needs, in the short-term, to review its core services to be able to strengthen the delivery of the services in the medium and long-term. This work will be initiated within the known financial and time parameters for NPMO, and updated as required in early 2020-21.</i></p>		
	<p>NPMO will undertake a strategic planning exercise with a focus on strengthening the delivery of its core services including the identification of an enhanced approach to external communications and outreach. The two following deliverables will be completed as a part this MRAP:</p>		
	<p>1a. Complete a strategic analysis and identify options for NPMO to strengthen the delivery of its core services and enhance its communication outreach.</p>	<p>Director General, NPMO with support from Director, Communications (NPMO communications and outreach)</p>	<p>Start date: June 2019 Completion date: September 30, 2019</p>
	<p>1b. Complete a Five-Year NPMO Strategic Plan.</p>		<p>Start date: October 2019 Completion date: June 30, 2020</p>
<p>2. Review and update the existing <i>Interdepartmental Memorandum Understanding Defining Terms and Scope of Cooperation Between Federal Departments, Agencies and the Northern Projects Management Office for Coordination of Major Projects.</i></p>	<p>Director General, NPMO</p>	<p>Start date: March 2019 Completion date: September 30, 2019</p>	

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2. NPMO should revise its logic model and corresponding performance measurement framework based on the results of the refocusing exercise conducted as part of Recommendation 1.	<p>Agree. Preamble: The 2016 Treasury Board Policy on Results defines Performance Information Profile (PIP) as the definitive source of performance information (performance measurement and evaluation) relevant to a Program. In response to this recommendation for NPMO to revise its logic model and performance measurement framework, CanNor will ultimately update the PIP for the NPMO.</p>		
	3. Based on the results of NPMO strategic analysis and planning exercise, a new logic model and corresponding expected results and outcomes as well as associated indicators, data sources and methodologies will be developed.	Co-lead Director General, Policy Planning Director General, NPMO	Start date: December 2019 Completion date: February 29, 2020
	4. The updated NPMO expected results and outcomes as well as associated indicators would be used to inform a potential renewal of the NPMO initiative and would be implemented by NPMO, starting in fiscal year 2020-21.	Co-lead Director General, Policy Planning Director General, NPMO	Start date: February 2020 Completion date: June 30, 2020
3. The NPMO should reassess its organizational design (positions and structure) to permit flexibility to respond to ebbs and flows of resource development projects in the North and maintain adequate management and performance monitoring of its staff and satellite offices.	<p>Agree.</p>		
	5. Conduct a review of the organizational design to identify opportunities to strengthen the management structure and support satellite offices.	Co-lead Director General, NPMO Manager, Human Resources	Start date: June 2019 Completion date: September 30, 2019

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4. NPMO should review specific aspects of its operations that require additional attention, including review of the NPMO website, information systems and Standard Operating Procedures.	Agree. <i>Preamble: The Agency agrees that specific aspects of NPMO operations require attention and will work to ensure that the website, information systems and NPMO Standard Operating Procedures are updated.</i>		
	6. Update the NPMO section of the CanNor website.	Co-lead Director General, NPMO Director, Communications	Start date: September 2019 Completion date: December 31, 2019
	7. Review and update NPMO operational tools, including Standard Operating Procedures and Crown consultation models for each of the three territories.	Director General, NPMO	Start date: May 2019 Completion date: March 31, 2020
	8. Conduct a review of the information that NPMO tracks and implement tools for outward facing client information management.	Co-lead Director, Corporate Services Director General, NPMO	Start date: August 2019 Completion date: March 31, 2020