

## PSCIOC Information Sharing Analysis

February 2022

### Current PSCIOC Priorities:

- Most of the priorities noted in the PSCIOC information sharing documents align with IT/IM priorities of the PSCIOC and those of the Joint Councils highlighted below. Combined with the efforts to facilitate the post-COVID economic recovery and delayed hardware/software upgrades and updates, FPTM organization within the PSCIOC are leveraging the groundwork completed towards IT/IM goals. The following are primary IT/IM areas jurisdictions are focusing on:



Citizen-Centric Service



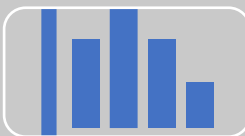
Digital Identity



Research & Strategic  
Intelligence



Digital connectivity post the main phase of the COVID-19 pandemic is vital to ensure citizens and businesses are able to access government services. Many jurisdictions are focusing on **validating systems and maintaining infrastructure stability** to support and respond to citizens' service requests.



In order to improve service delivery efficiencies, address current challenges and future requirements, some jurisdictions continue to establish digital information management and analytics data platforms, which are often built on the experience of other jurisdictions. Organizations continue to **leverage new and modern technologies to enable data assets to be managed and used effectively and efficiently**.



Jurisdictions are evolving and innovating within the Digital Identity Priority. There is progression towards maximizing opportunities to **utilize new technologies, tools and methodologies to support the enhanced and expanded use of the Digital Identity** within Digital Government.



Although diminished from its peak levels, the impact of COVID-19 on cybersecurity continues to be a matter of consideration for all levels of government. Organizations improve their cyber security practices to protect systems, networks, and programs. All jurisdictions are **enhancing hardware and software solutions, as well as cyber security strategies to match their digital transformation efforts** in order to keep pace with new technology, strengthen privacy protections, and improve citizen services.



Jurisdictions are conducting hardware and software modernization and digital transformation efforts to **upgrade applications and systems that approach their end of life cycles**. **Cloud-based solutions** are being increasingly promoted, and staff training is in order to maintain knowledge continuity. However, many jurisdictions reported a very challenging situation associated with **recruiting specialized IT staff**.

### Showcasing Jurisdictional Accomplishments:

- In the Winter 2021 PSCIOC information sharing documents, FPTM organizations showcased current and ongoing initiatives and deliverables within their jurisdictions. The following list demonstrates notable accomplishments:

Jurisdiction	Key Accomplishments		
<b>TREASURY BOARD OF CANADA SECRETARIAT (TBS)</b>	<ul style="list-style-type: none"> <li>- <b>Enterprise Strategic Planning:</b> Publication of the draft reference data standard on Canadian provinces and territories to the Open Government Portal.</li> <li>- <b>Information and Privacy Protection:</b> Published the interim <i>What We Heard</i> report in December 2021, which is a synthesis of the input received through the public engagement process, including Indigenous engagement.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Cyber Security:</b> <ul style="list-style-type: none"> <li>o Established the Designated Official for Cyber Security Council as an interactive forum for information sharing and discussion of key issues related to the management of cybersecurity in the Government of Canada.</li> <li>o Established a set of the minimum cyber security configuration requirements for Enterprise IT Services;</li> <li>o Launched the Cyber Maturity Self-Assessment as a methodology and tool that enables departments to reevaluate their cyber security maturity progress.</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- <b>Digital Policy:</b> Updated the Public Sector Profile of the Pan- Canadian Trust Framework Version 1.4 with continued refinement of definitions and descriptions, and based on lessons learnt from the application of the PSP PCTF to trusted digital identity assessment and acceptance processes.</li> <li>- Information and Privacy Protection Division.</li> <li>- Security Policy Division.</li> </ul>
<b>ALBERTA</b>	<ul style="list-style-type: none"> <li>- Microsoft 365 Implementation.</li> <li>- Government of Alberta Cloud Enablement Program.</li> <li>- BERNIE Platform Implementation.</li> <li>- Government of Alberta Contact Centre Program.</li> <li>- Digital Regulatory Assurance System.</li> <li>- Digital Signatures Within Government of Alberta.</li> </ul>	<ul style="list-style-type: none"> <li>- Innovation Hackathon.</li> <li>- MyAlberta Enterprise Services.</li> <li>- Cybersecurity and Artificial Intelligence programs.</li> <li>- Robotic Process Automation.</li> <li>- Data, Information and Privacy Services.</li> <li>- Content Management Initiative.</li> </ul>	<ul style="list-style-type: none"> <li>- Digital Innovation Office.</li> <li>- Aboriginal Consultation Office Digital Service.</li> <li>- Justice Digital Projects.</li> <li>- Alberta Covid Records.</li> <li>- Alberta Vaccine Booking System.</li> <li>- MyHealth Records.</li> <li>- Health System Capacity Dashboard.</li> </ul>
<b>BRITISH COLUMBIA</b>	<ul style="list-style-type: none"> <li>- Corporate Information and Records Management Office.</li> <li>- Information Communication Technologies.</li> <li>- BC Service Card, Service BC.</li> </ul>	<ul style="list-style-type: none"> <li>- Digital Investment Modernization.</li> <li>- Modern Application Development.</li> <li>- Digital Identity and Trust/CIO.</li> </ul>	<ul style="list-style-type: none"> <li>- Support for COVID-19 Vaccine Registration.</li> <li>- Government Digital Experience.</li> </ul>

	<ul style="list-style-type: none"> <li>- Modernizing Hosting Offerings.</li> </ul>	<ul style="list-style-type: none"> <li>- Network Communication and Collaboration Services.</li> <li>- Digital Workplace Initiative.</li> <li>- Service Management (ServiceNow).</li> </ul>	<ul style="list-style-type: none"> <li>- Connectivity (CONN), including the Connecting British Columbia Program, and Community Information Tool.</li> </ul>
<b>MUNICIPAL INFORMATION SYSTEMS ASSOCIATION BC (MISA BC)</b>	<ul style="list-style-type: none"> <li>- Adaptation and Business Continuity: efforts to support transformations to maintain operations under COVID-19, and to focus on information sharing related to the accelerating Cyber Security landscape.</li> </ul>	<ul style="list-style-type: none"> <li>- International Collaboration: continued work with partners from Linked Organizations of Local Authorities to collaborate on sharing best data management practices, identity and access, and practices related to the safe return to workplace.</li> </ul>	<ul style="list-style-type: none"> <li>- Exploring and researching the “Mutual Aid” initiative to provide a framework and set of tools for municipalities to create mutual aid agreements from an IT perspective.</li> </ul>
<b>NEW BRUNSWICK</b>	<ul style="list-style-type: none"> <li>- Digital Transformation Team (DTT).</li> <li>- Information Access and Privacy.</li> <li>- Telecommunications Strategy Unit.</li> <li>- Enterprise Resource Planning.</li> <li>- Cyber Training and Awareness.</li> <li>- Cyber Security Risk Management Program.</li> <li>- Third Party Cyber Risk Assessments.</li> </ul>	<ul style="list-style-type: none"> <li>- Digital Transformation Team projects – efforts to improve SNB service delivery by working with departments to deliver more services online for NB residents.</li> <li>- Digital ID – collaboration with the Department of Health on the implementation of a Digital ID for NB residents, as well as coordination with other departments in preparation for an anticipated convergence.</li> </ul>	<ul style="list-style-type: none"> <li>- Cyber Maturity Assessment.</li> <li>- Supply Chain Risk Assessment.</li> <li>- Internet of Things Risk Assessment.</li> <li>- Cyber Security Operations Center.</li> </ul>
<b>NEWFOUNDLAND &amp; LABRADOR</b>	<ul style="list-style-type: none"> <li>- COVID-19 Related Applications.</li> <li>- Digital Government Program.</li> <li>- Digitization of System Development Lifecycle Documents.</li> <li>- Standardisation of the Reporting Solution.</li> <li>- Enterprise and Other Technology Upgrades.</li> <li>- Rationalizing and Decommissioning.</li> <li>- IM Policy Framework.</li> </ul>	<ul style="list-style-type: none"> <li>- Application Portfolio Assessment.</li> <li>- Managed Security Services.</li> <li>- Cyber Security Awareness Month.</li> <li>- E-Mail Upgrade.</li> <li>- Mobility – Advancing Security.</li> </ul>	<ul style="list-style-type: none"> <li>- Mainframe Transition Strategy: options are being researched to modernize mainframe applications. The Request for Information was released in Summer 2021 to determine suitable approaches.</li> <li>- Transition to Office 365;</li> <li>- Windows 11 – Hardware Refresh.</li> </ul>
<b>NORTHWEST TERRITORIES</b>	<ul style="list-style-type: none"> <li>- NWT eServices Portal.</li> <li>- Open Data Framework.</li> <li>- Application Satisfaction Survey.</li> <li>- Long Term Change Detection.</li> <li>- Managed Security Service.</li> </ul>	<ul style="list-style-type: none"> <li>- I&amp;T Sector Strategic Planning.</li> <li>- Operating model optimisation.</li> <li>- Office 365 implementation and adoption support.</li> </ul>	<ul style="list-style-type: none"> <li>- Digital Identity: Monitoring jurisdictional progress and participating in JEDI.</li> </ul>

<b>NOVA SCOTIA</b>	<u>Pandemic Response initiatives:</u> <ul style="list-style-type: none"> <li>- Proof of Vaccine Credential.</li> <li>- VaxCheckNS mobile verification app.</li> <li>- Provincial Vaccination Centres technology support.</li> <li>- Network Enablement for COVID Testing and Vaccination Sites.</li> <li>- Public Health Daily Check-in Service.</li> <li>- A new COVID-19 prevention protocol.</li> </ul>	<u>Other Key Accomplishments:</u> <ul style="list-style-type: none"> <li>- Organizational changes to the Nova Scotia Digital Services.</li> <li>- Completed the Microsoft Office upgrade project for the Health Sector.</li> <li>- Launched a modernized business licensing service.</li> <li>- Launched the Atlantic Immigration Program.</li> <li>- Enhanced Cyber-Security and Network Modernization.</li> </ul>	
<b>ONTARIO</b>	<ul style="list-style-type: none"> <li>- The Enterprise launch of Public Secure (state of the art access management system for members of the public and private-sector businesses to access online government services securely and easily.</li> <li>- A Proof-of-Concept to federate BPS Secure with Ontario Health's ONE ID (Ontario's modern identity and access management solution for Broader Public Sector users).</li> <li>- Extended OPSdocs services securely to non-OPS organizations.</li> <li>- Electronic Document Management (EDM) and Social Assistance Digital Applications (SADA)</li> <li>- Digital Corporate Employee File (CEF)</li> </ul>	<ul style="list-style-type: none"> <li>- Volunteer Corps, Ontario COVID-19 Volunteer Portal.</li> <li>- Broadband Modernization Program (BMP).</li> <li>- OSAP Micro-credentials.</li> <li>- Modernizing Ontario's Recognition and Awards Program.</li> <li>- COVID-19 Cybersecurity Supports.</li> <li>- Cyber Security Centre of Excellence for the Broader Public Sector.</li> <li>- Proactive Management of Cyber Risks and Enhancement of Monitoring and Threat Intelligence Practices.</li> </ul>	<ul style="list-style-type: none"> <li>- Data Integration.</li> <li>- Digital Disability Determination Package Project (D-DDP).</li> <li>- Social Assistance (SA) Applications.</li> <li>- Ontario Business Registry</li> <li>- Digital Dealership Registration.</li> <li>- COVID19: Enabling Expanded &amp; Ongoing need for Contact Centre Services.</li> <li>- CovaxON.</li> <li>- COVID-19 Vaccination Public Portal.</li> <li>- Special Authorization Digital Information Exchange (SADIE).</li> <li>- Infrastructure Technology Services to enable a hybrid workplace.</li> </ul>

## Issues & Needs:

- The information sharing template offers an opportunity for jurisdictions to document any service delivery issue(s) or need(s) that are currently being experienced. Sharing this information enables interjurisdictional collaboration amongst the PSCIOC to support problem solving and learning to address challenges and advance goals (i.e., the exchange of best practices, lessons learned, and pilots).
- In the Winter 2021 PSCIOC information sharing documents, FPTM organizations identified specific areas where interjurisdictional collaboration would be beneficial. The predominant areas mentioned by jurisdictions have been grouped into the following themes:

- What approaches are jurisdictions using to develop the strategy and communication plans with the involvement of relevant internal and external stakeholders?
- There is interest to learn more about the following areas: work governance models; legal user experience research; obtaining appropriate funding to implement policy, process, and technology changes; inter-jurisdictional coordination to close IT knowledge gaps.

### Digital Identity



- Jurisdictions are implementing cloud-based solutions by moving data, applications and other business elements to a cloud computing environment.
- How are organizations improving their HR and financial capabilities to sustain that effort?
- What mechanisms are in place to facilitate the approval and procurement of cybersecurity controls and tools in light of worldwide supply chain issues?

### Cloud Migration



- Due to the focus on digital services delivery and the need to deliver time-sensitive solutions, how are jurisdictions attracting and retaining top IT talent?
- What are the challenges and best practices to recruit and retain in-demand work streams and functions (e.g. Cybersecurity, Enterprise Architecture, Artificial Intelligence (AI), and Product Management)?

### Talent Management & Development



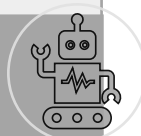
- Jurisdictions are increasingly concerned with the proper management of their technology debt and building a proper change structure around the systems that are at the end of their support cycle.
- What are the best communication approaches to Board/Deputy level on a range of key IT metrics and demands. What solutions are used to improve the way digital services and IT products are funded to maintain their effectiveness?

### Software and Hardware Refresh



- Many governments established their own Cybersecurity Services divisions to support protection of their information and technology assets.
- Jurisdictions are seeking insights around the best practices to engage with appropriate external stakeholders to strengthen the overall internal security posture and maintain updated levels of data protection services.

### Cyber Security



- There is a continued effort to make substantial improvements to the digital service experience of citizens.
- Jurisdictions would be interested in learning about the best practices to provide advanced digital and data services at pace, both directly to their respective citizens to enhance their government interaction, and in partnership with other government actors to enable prompt delivery of their mandates.

### Digital Experience



**Background:**

- Public Sector Chief Information Officer Council (PSCIOC) information sharing practice enables member jurisdictions (Federal, Provincial, Territorial, and Municipal) to exchange key information regarding organizational accomplishments, priorities, issues/needs, and topics of interest.
- Information sharing helps stimulate nation-wide networking, innovation and growth across member jurisdictions. This is done by:
  - ⇒ Providing the opportunity for jurisdictions to showcase current and ongoing work.
  - ⇒ Documentation of lessons learned that may be of interest.
  - ⇒ Promoting transparency across various governments.
- The ICCS secretariat coordinates jurisdictional information sharing efforts across the PSCIOC Council:
  - ⇒ Prior to all PSCIOC Council in-person meetings, member jurisdictions are provided with an information sharing template.
  - ⇒ Jurisdictions are required to complete the template and return it to the ICCS secretariat.
  - ⇒ The ICCS secretariat houses the completed documentation in a central and secure location (the Citizen First members online webpage) to enable easy access to members. **Note:** The Information collected cannot be shared without the approval of the member jurisdiction.
- For the Winter 2022 PSCIOC Council meeting, a total of **9** information sharing documents were received. Seven jurisdictions did not submit an information sharing report (MB, NU, PEI, SK, YT, QC).

**For more information regarding the PSCIOC Council information sharing and all other inquiries, please contact:**

**Pavel Chernousov**

Joint Council's Research Analyst  
[Pavel.Chernousov@iccs-isac.org](mailto:Pavel.Chernousov@iccs-isac.org)

**Maria Luisa Willan**

Director, National Joint Councils  
[Maria.willan@iccs-isac.org](mailto:Maria.willan@iccs-isac.org)