



Innovation, Science and
Economic Development Canada

Innovation, Sciences et
Développement économique Canada

Canada

Digital ID and Tell-Us-Once

Joint Council Meeting
September 25 2019

GC Docs# 20669598

Recap and Agenda Setting

- At the February in-person PSSDC meeting, ISED provided an overview and demo of the Digital ID for Business proof-of-concept
- ISED is focused on advancing work on the Tell-Us-Once approach for service to business, including digital identity

Recap and Agenda Setting

Today's presentation will focus on ISED's initiatives to support Tell-Us-Once:

Policy and Standards

- Digital Charter
- Pan-Canadian Trust Framework (Digital ID for business)

Proof-of-concepts and Prototypes

- Digital ID Proof-of-Concept
- Tell-Us-Once Prototype

Operational Initiatives

- Multi-jurisdictional Registry Access Service (MRAS)

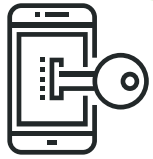
Policies and Standards



Canada's Digital Charter

On May 21, 2019, ISED launched a set of principles guiding the Government of Canada towards a Tell-Us-Once Approach

Key Principles Include:



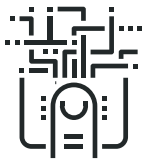
Control and Consent

Control over what data they are sharing, who is using their personal data and for what purposes



Transparency, Portability and Interoperability

Clear and manageable access to their personal data; free to share or transfer it without undue burden



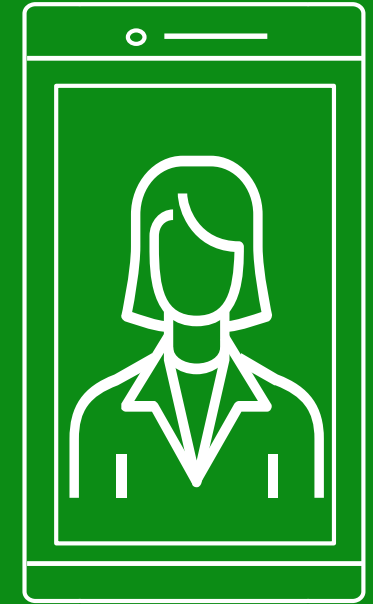
Open and Modern Digital Government

Modern digital services from the Government of Canada, which are secure and simple to use.

Pan-Canadian Trust Framework (PCTF)

- IMSC established ISED as the lead to develop the Verified Organization (VO) and Verified Relationship (VR) components of the PCTF.
- Status update:
 - Consultation on VO still in progress:
 - IMSC feedback incorporated (May 2019)
 - DIACC consultation ongoing
 - Incorporation of VO component into PCTF Public Sector Profile completed; it will be brought to IMSC in the future for approval
 - Development of VR Component to commence (Fall 2019)

Proof-of-Concepts and Prototypes



Proof-of-Concept

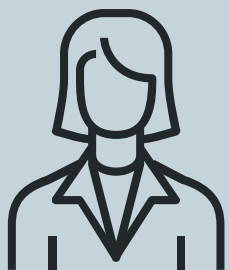
Objectives of the Proof-of-Concept

- Demonstrate that the GC can use a Saskatchewan Digital ID for federal services
- Experiment with digital wallets to verify identities and eliminate usernames and passwords
- Demonstrate the reuse of business and personal information to enable users to auto complete forms (tell-us-once)
- Inform development of the PCTF

Proof-of-Concept

Scope

*Led by TBS, but
essential for digital
ID for business



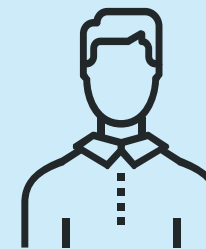
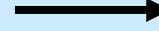
**Verified
Individual***



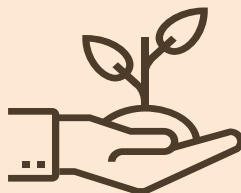
**Verified
Organization**



**Verified
Relationship**



**Delegation of
Authority**



Enroll in Online Services

Infrastructure

Proof-of-Concept

What were the results of Phase 1?

87%

The platform demonstrated a high level of functionality, with testers completing 87% of assigned tasks.



Testers commented on how simple it was to re-use digital ID information across jurisdictions. Testers also liked the idea of using a digital credential over a username and password.



Work needs to be done to create a better user experience. Testers commented that not all steps were clear, creating the perception that it took longer to set up than existing processes.

What were the lessons learned?

Policy

The PoC was able to verify a business and its representative (VO and VR), but work needs to be done to confirm VR for larger, more complicated businesses.

Technology

Digital wallets can enhance security and convenience of digital ID. However, users will take time to adopt these technologies.

Partnerships

A digital ID solution will need to leverage FPT identity proofing processes. Buy-in from P/Ts and other federal departments is essential.

Innovations

Jurisdictions across Canada are using multiple innovations to enable digital ID. Better alignment is needed between these innovations.

Proof-of-Concept

User Feedback

“The QR code scanning for creating an account and logging in is very cool.”

“It would be very unlikely that I would go back and forth between a desktop and a mobile phone to do a task.”

“I love the idea of authentication with my phone for all government services not only for businesses.”

“I liked how the phone app notified me quickly about creating the credentials in my digital wallet –it was almost instantaneous.”

“Streamlining the process and making it more user-friendly would help to demonstrate the value of this approach and how it could make it easier for less technical users.”

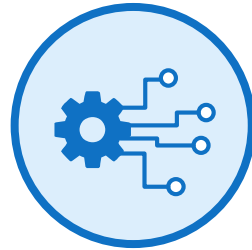
Lessons learned and user feedback will be integrated into a “Tell-Us-Once” Prototype

Tell-Us-Once Prototype

What we want to
better understand



+



**USER
EXPERIENCE**

What does Tell Us Once
look like to the end user?

TECHNOLOGY

How do we best support
**integrated and
interoperable service
delivery** across GC
(OneGC) through Tell Us
Once?

Deliverables



1. PROTOTYPE



2. DATA



3. SUMMARY
OF FINDINGS



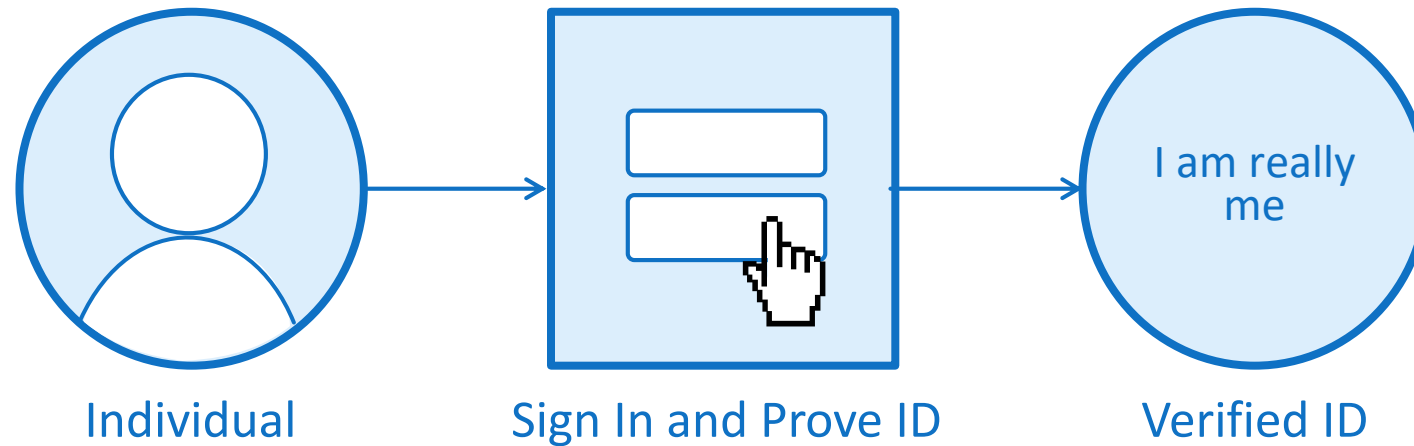
4. RECOMMENDED
PATH FORWARD

Tell-Us-Once Prototype

USE CASE 1

VERIFIED INDIVIDUAL

Authenticate and prove identity of an individual

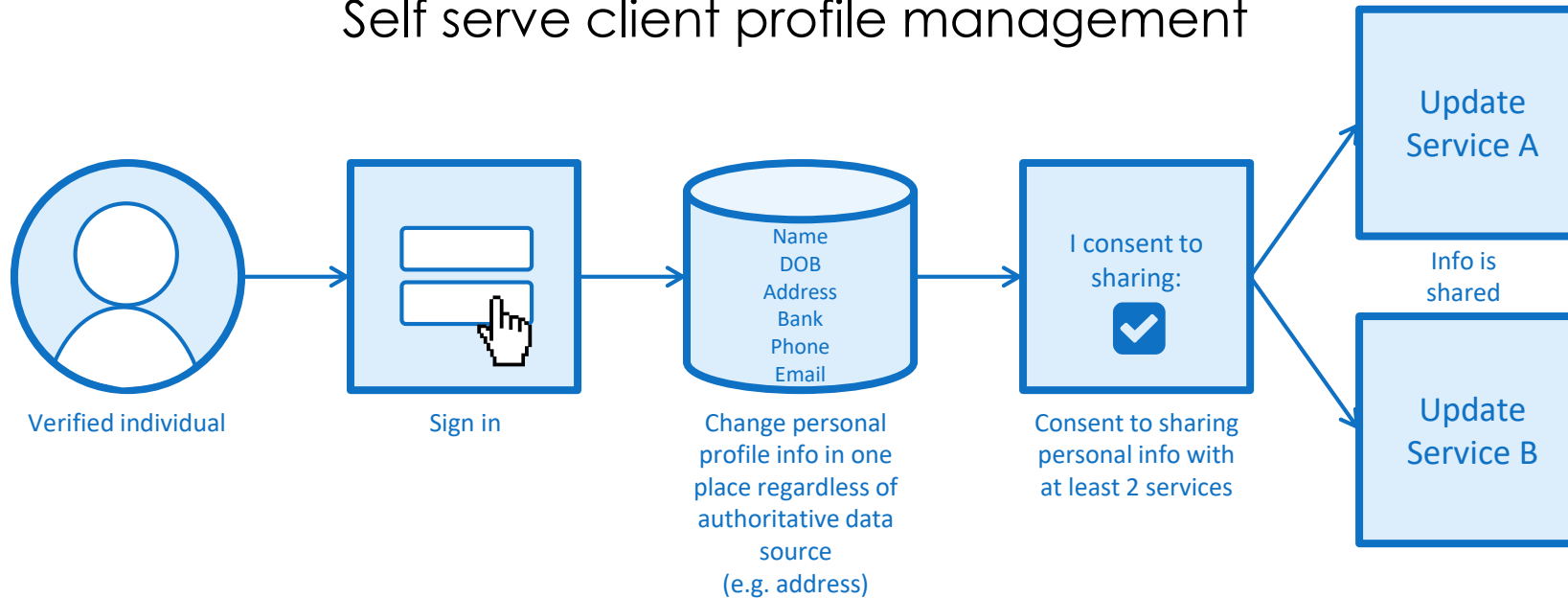


Tell-Us-Once Prototype

USE CASE 2

INFORMATION SHARING

Self serve client profile management

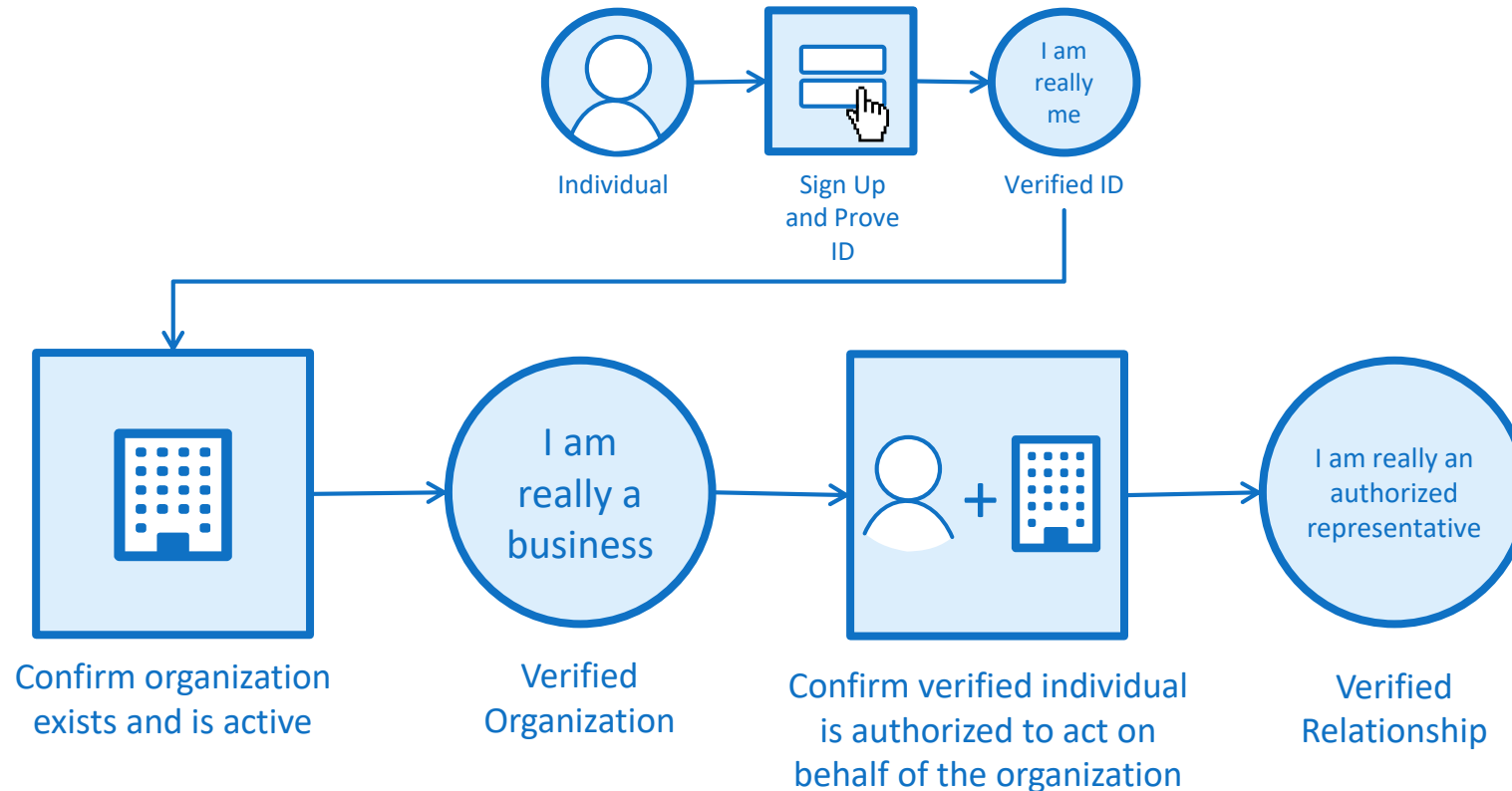


Tell-Us-Once Prototype

USE CASE 3

VERIFIED ORGANIZATION AND RELATIONSHIP

Verify the existence of an organization and link it to an individual

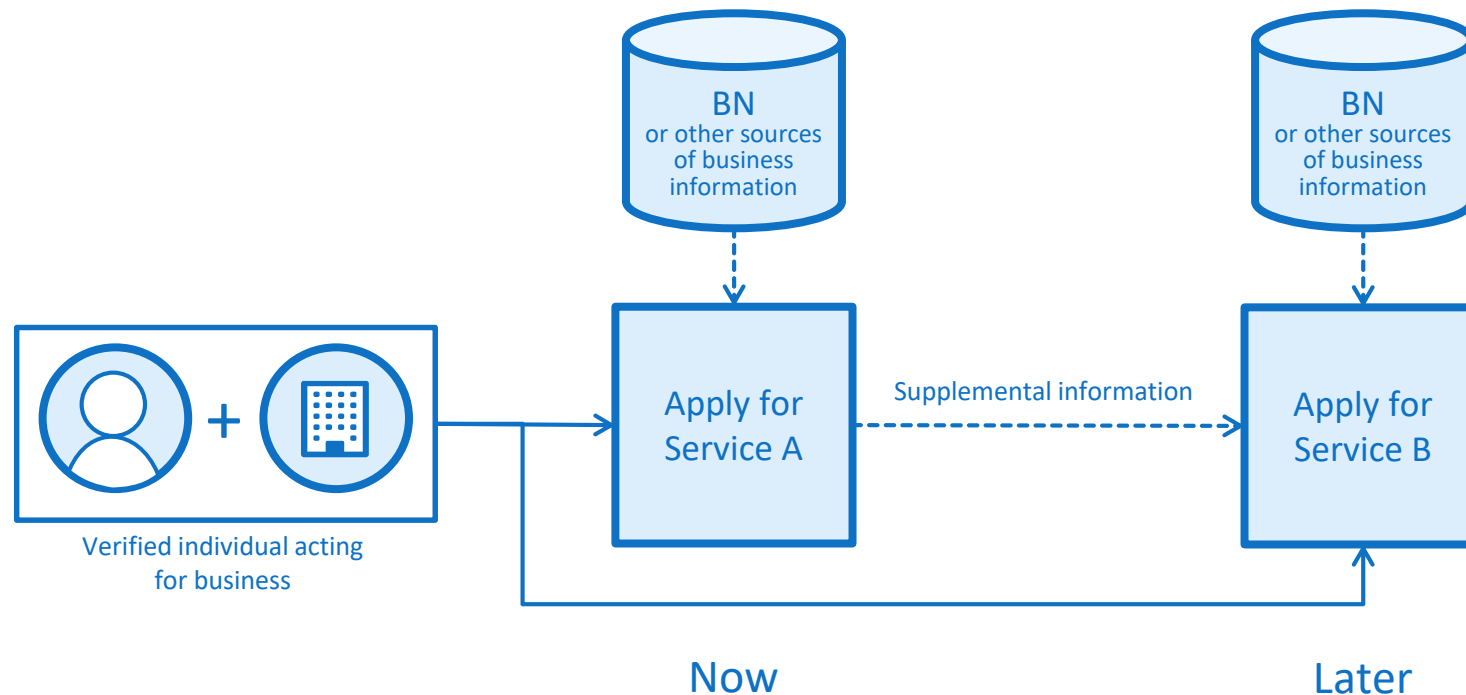


Tell-Us-Once Prototype

USE CASE 4

BUSINESS INFORMATION SHARING

Enrol in 2 business facing services leveraging the business number and other common data elements



Partnership Opportunities

- ISED is looking to partner with service providers and digital ID providers for the Tell-Us-Once prototype.
- The prototype will leverage partner processes for verifying identity, examine data integration potential with service providers and demonstrate a tell-us-once, end-to-end online service experience that will be tested by end-users.
- Interested? Contact Vidya ShankarNarayan (Vidya.Shankarnarayan@Canada.ca) at 613-608-5390

Multi-jurisdictional Registry Access Service (MRAS)

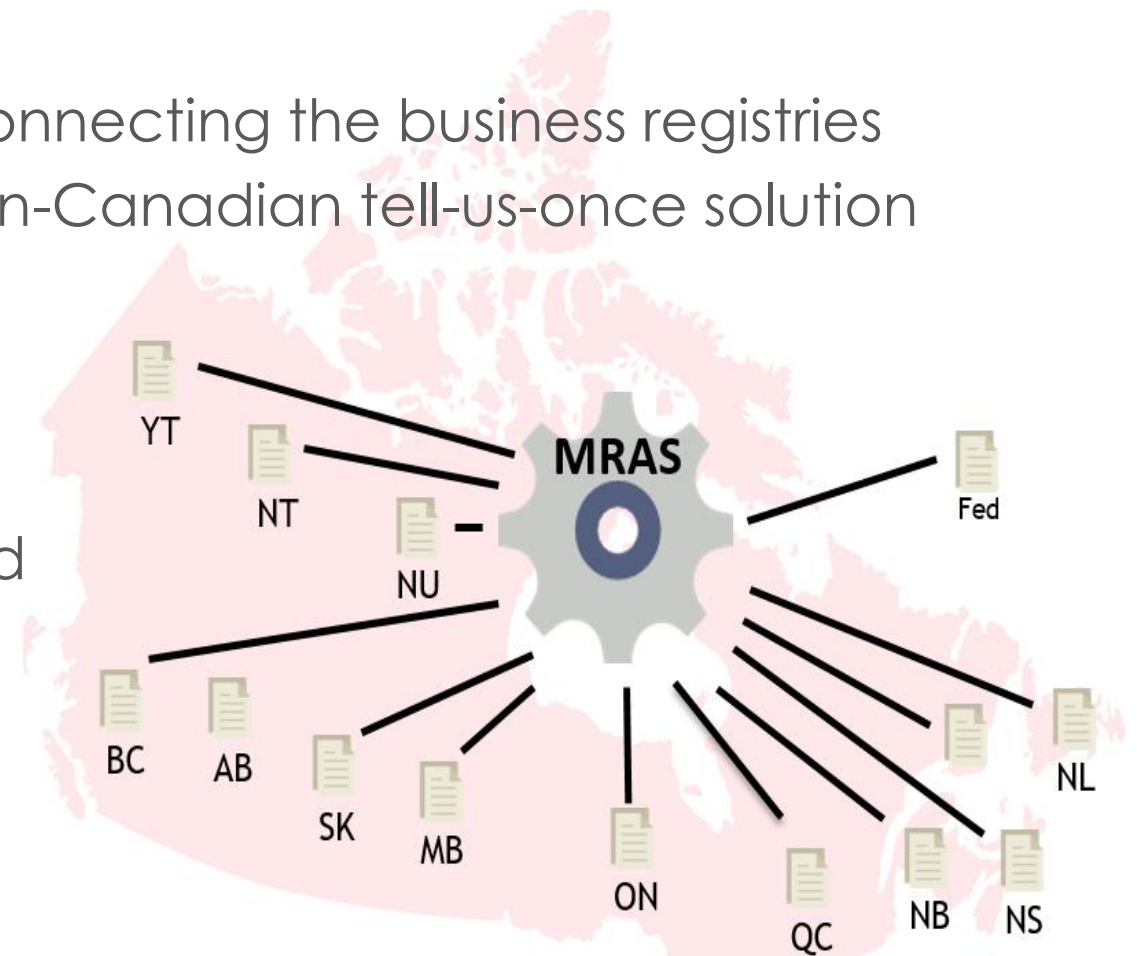


Background

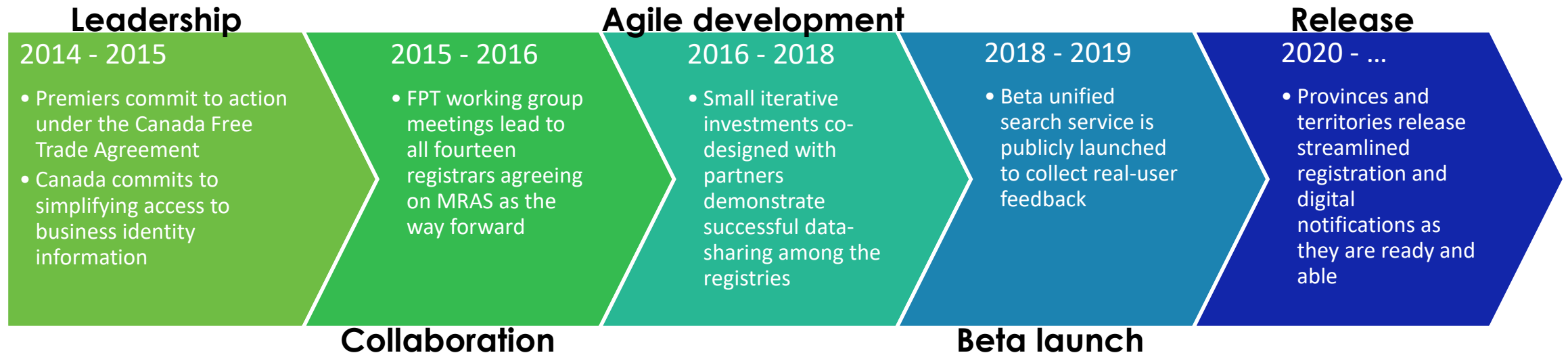
- Registration burden has been an internal trade irritant for 20 years
 - 1994 Agreement on Internal Trade called for harmonization
 - Multiple attempts at policy-level harmonization were unsuccessful
 - In 2014, Council of the Federation again identified registration as a priority
- In 2016, **design thinking** helped us to look at the problem in a different light

Multi-jurisdictional Registry Access Service

- The Project
 - An FPT collaboration aimed at connecting the business registries
 - An agile process leading to a pan-Canadian tell-us-once solution
- The Product
 - A working digital solution that facilitates search, registration and notifications across registries
 - Currently seven active partners



ried, tested and (almost) ready to go



Future possibilities

- Expand tell-us-once
 - More streamlined processes for businesses
- Enhance search
 - More business information easily accessible to the public
- Business intelligence
 - More integrated data sets supporting program operations

Keys to our success

- Explored the problem from different angles
 - The key to getting “unstuck”
- Took a user-experience approach
 - Multiple stages helped explore problem and experiment with solutions
- Collectively owned the problem
 - Worked toward the solution and took time to address challenges