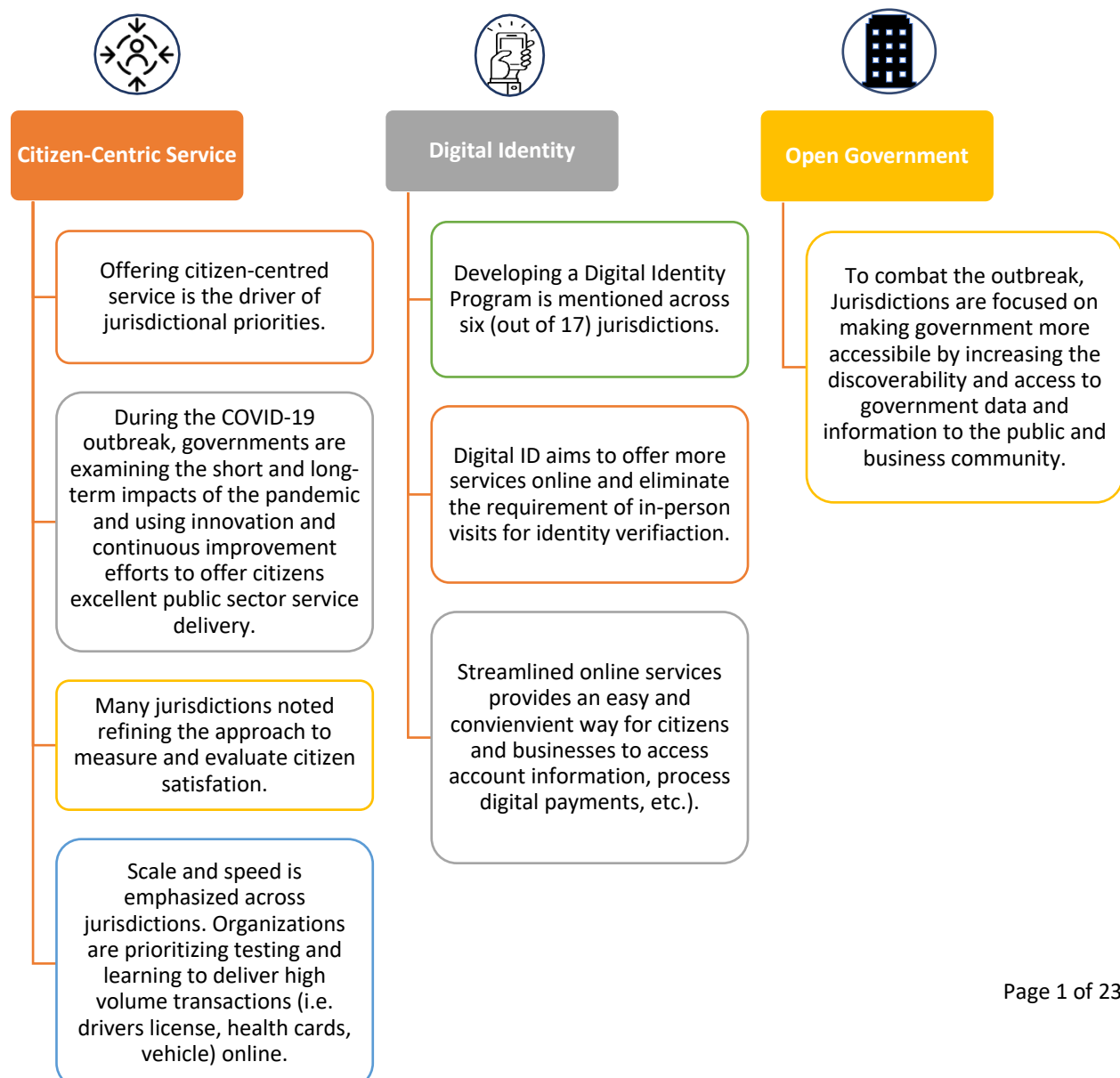


PSSDC Information Sharing Analysis

September 2020






Current PSSDC Jurisdictional Priorities:








- The September 2020 information sharing analysis submitted by PSSDC members Council noted digital transformation as the most reported service delivery priority across all governments. The work completed to establish digital innovation has laid the foundation for governments to effectively plan and respond to the COVID-19 pandemic.
- The COVID-19 pandemic has caused FPTM jurisdictions across the country to operate in a context of uncertainty. It required governments to quickly pivot to predominately digital methods to interact with citizens. Jurisdictions continue to reassess and strengthen digital service delivery models to address the changing needs of citizens and businesses.
- In order to minimize the impacts of the pandemic and protect the health and wellbeing of citizens, FPTM organizations within the PSSDC are leveraging the groundwork completed towards digital transformation and focusing on the following service delivery areas.



Showcasing Jurisdictional Accomplishments:

- In the Fall 2020 PSSDC information sharing documents, FPTM organizations showcased current and ongoing initiatives and deliverables within their jurisdictions. The following items are examples of notable accomplishments:

Jurisdictions	Accomplishments		
	<ul style="list-style-type: none"> - Utilized industry-standard and cloud-based technology to launch the Canada Emergency Response Benefit (CERB) Virtual Call Centre. - Multi-Benefits Delivery Service (MBDS) developed to provide alternate delivery solutions to ensure continuity of service and rapid delivery of new benefits. 	<ul style="list-style-type: none"> - Use of Video Remote Interpretation (VRI), Counter loops, and Wayfinder beacons (BlindSquare) to support clients with clients who are deaf, hard of hearing, or visual impairments. 	<ul style="list-style-type: none"> - Client Satisfaction Pilot - Launch of BC Tripartite Indigenous Skills, Training and Employment Committee.
	<ul style="list-style-type: none"> - Developed a presentation on the experience implementing CERB (explores what was different, challenging, and exciting about releasing a brand-new government program during the pandemic) 		
	<ul style="list-style-type: none"> - TBS can speak to the broader engagement experience and pivoting to a “digital-first” approach to NAP engagement. - Presentation of the Guideline on Service and Digital (v1.1.) 	<ul style="list-style-type: none"> - Tell Us Once prototype – TBS can showcase data, recommendations, and best practices 	
	<ul style="list-style-type: none"> - Results and work undertaken related to the client preferences survey - Share work on push notifications 	<ul style="list-style-type: none"> - Usability testing of IRCC products and services and its service design research during COVID 	<ul style="list-style-type: none"> - IRB can share updated Client Insights Report (identifies and addresses client pain points)
	<ul style="list-style-type: none"> - VAC can showcase how the Nexus-scaled Agile project management approach was used to design and deliver GC case. This approach relied on cross-functional teams working together to identify system requirements and develop and implement solutions 	<ul style="list-style-type: none"> - WalkMe software application – Demonstrates real-time access and step-by-step guidance to process applications effectively and efficiently 	

	<ul style="list-style-type: none"> - Developed a framework that guides discussion on service journey related to improving accessibility, quality and timeliness of services 	<ul style="list-style-type: none"> - Currently working on a workshop for senior leaders. Explores breaking silos, establishing collaboration, ongoing learning to achieve service transformation (workshop taking place this fall for DMs) 	
	<ul style="list-style-type: none"> - Online Extra-provincial Registration System - Online Birth Registry - Alberta Drone (Remotely Piloted Aircraft Systems) Program 		
	<ul style="list-style-type: none"> - MB Job Restart Program - Programs to create job for students - #Restart Pandemic Response System 		
	<ul style="list-style-type: none"> - Online Drivers License Renewal Program (ODLR) 		
	<ul style="list-style-type: none"> - New procedures for filing business registration documents. In May 2020, ON passed legislation (Alternative Filing Methods for Business Act, 2020) and made amendment to the business law statutes to support businesses during COVID-19 		
	<ul style="list-style-type: none"> - SK can showcase updates on digital identity: <ul style="list-style-type: none"> o Journey to date, key lessons learned, a demo of identity components in production, the roadmap going forward 		
	<ul style="list-style-type: none"> - York Region's Public Health COVID-19 Customer Journey Mapping testing process - Digital training resources in Saskatoon and digital screening tools for staff at Peel Region. 		

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 PSSDC 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 Fall 2020 PSSDC 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:

• PSSDC members are interested in learning more about how **multi-level governance and collaboration** took place across jurisdictions to find solutions during the COVID-19 pandemic.

Public Sector Collaboration



• There is **emphasis on omni-channel service experience**. What has been the experience, methods used, and lessons learned to enable citizens & businesses to find/access services through their channel of choice.

Omni-Channel Service Experience



• **Strengthening privacy protections** of personal data during the COVID-19 outbreak.
• How are organizations: **safeguarding data by building privacy & security by design**, approach and compliance to privacy legislation, best practices when engaging the public in service design, increasing transparency.

Privacy



• The **impact and management of COVID-19 pandemic** across levels of government is of interest to members of the PSSDC.
• Jurisdictions are interested in identifying: if service delivery priorities have been adjusted, service standard adherence, client satisfaction, how impact has been accounted.

COVID-19 Response Efforts



• Many Canadians are relying more on digital platforms to carry out day-to-day tasks. What methods are jurisdictions using to **reduce wait-times for critical applications** (i.e. benefit applications) for citizens and businesses?
• To increase transparency, how is wait-time information presented to the public?

Reducing Wait-times



• Chatbot technology is a strategic initiative across several jurisdictions to enable the digital transformation of services.
• What has been the experience **implementing chatbot to generate a positive return on investment**?

Chatbot Technology Enablement



• **Open government and data** is a key area for jurisdictions. PSSDC members are interested in learning more about how Data Management Frameworks have been established (specifically, roles & responsibilities, metadata standards, publishing guidelines to support an open data portal).

Data Management Framework



• Frontline virtual agents are being used by organizations in their customer service functions to answer routine customer queries, fulfill standard requests, etc.
• How are jurisdictions utilizing **virtual agent technology to enhance front-line citizen and business support**?

Virtual Agent Technology



Background:

- The Public Sector Service Delivery (PSSDC) Council 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 PSSDC Council:
 - Prior to all PSSDC 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 September 2020 virtual PSSDC Council meetings, a total of 17 information sharing documents were received from FPTM jurisdictions.

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

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Appendix A: PSSDC Jurisdictional Information Sharing

***Note:** The items outlined below was gathered using the information sharing documentation provided by FPTM Jurisdictions for the September 2020 PSSDC virtual meeting.

JURISDICTIONS	Priorities & Accomplishments: Top 2-3 service delivery priorities/initiatives/accomplishments	Showcase Opportunity: Deliverable(s), resource(s) or application(s) as a showcase item	Issues / Needs: Service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance (e.g. pilot).	Notes: (summary of showcase items)
SERVICE CANADA	<ul style="list-style-type: none"> - Benefit Delivery Modernization (BDM): ESDC's plan to modernize how EI, CPP and OAS benefits is delivered to Canadians. - Resumption of in-person services: Service Canada has gradually and safely re-opened its 90 Service Canada Centres across the country. 	<ul style="list-style-type: none"> - eServiceCanada, e-COLS and eSIN - CERB Virtual Call Centre utilizes industry-standard and cloud-based technology to provide general inquiry services (does not require agents to access personal or protected information). - Multi-Benefits Delivery Service (MBDS): Developed to provide a range of alternate delivery solutions to ensure continuity of service and rapid delivery of new benefits that may be required during the COVID-19 and beyond. - Accessibility: Support to Clients Who are Deaf and Hard of Hearing: Video remote interpretation (VRI) and Counter loops. Wayfinder beacons (BlindSquare) to support clients with visual impairments - Client Satisfaction Pilot: Increases the amount of feedback received and uses feedback to improve operations. - BC Tripartite Indigenous Skills, Training and Employment 	<ul style="list-style-type: none"> - Opportunities have been presented due to COVID-19 to work more effectively with provincial/territorial partners that touch on inspections related to industries with temporary foreign workers. Service Canada is working to better coordinate efforts with provincial and territorial partners with a view to a more effective inspection process. 	<p>Showcase items related to:</p> <ul style="list-style-type: none"> - Cloud based technology - MBDS – a range of delivery solutions - Accessibility - Client satisfaction pilot - Indigenous skills training

		Committee: The first of its kind in Canada to focus on Indigenous skills training.		
CANADA REVENUE AGENCY	<ul style="list-style-type: none"> - Since March 2020, CRA key service drivers have been to get much needed income support to Canadians quickly; provide assurance; and enable public health. Ability to quickly stand up benefit services was possible because of the groundwork laid by the Agency in advancing Digital including Digital Identity work, the availability of infrastructure already in place, and taking a client-centric focus to service. - CRA priorities aim to: <ol style="list-style-type: none"> 1. Radically simplifying and automating our processing 2. Simplifying the Build 3. Narrowing delivery channels 4. Strengthening our relationships with our partners 	<ul style="list-style-type: none"> - Experience in implementing the CERB Presentation titled “When Program Design Drives Policy Choice”. The presentation explores what was different, challenging, and exciting about releasing a brand-new government program during the current pandemic (1-hour presentation that including questions) 	<ul style="list-style-type: none"> - CRA is interested in learning members experience and methods regarding: <ul style="list-style-type: none"> - Omni-channel - Digital ID for all Canadians - Security of information, including during emergency situations 	<p>Showcase item:</p> <ul style="list-style-type: none"> - Presentation on experience implementing CERB – When program design drives policy choice
TREASURY BOARD OF CANADA SECRETARIAT (TBS)	<p>Open Government:</p> <ul style="list-style-type: none"> - Engage Canadians across the country online on Canada’s 5th National Action Plan (NAP) on Open Government to better understand the open government priorities of different sectors and communities. - Increase of the “discoverability” of data/information on the open.canada.ca website (specifically related to COVID-19) 	<p>Open Government:</p> <ul style="list-style-type: none"> - TBS can speak to the broader engagement experience and pivoting to a “digital-first” approach to NAP engagement. <p>Digital Policy</p> <ul style="list-style-type: none"> - The OCIO released a Guideline on Service and Digital (version 1.1) on GC Collab Digital-numérique. Provides detailed guidance to support the Policy and Directive on Service and Digital. The 	<ul style="list-style-type: none"> - TBS is interested in learning the experience and real-life examples of challenges and successes other provinces, territories, and municipalities on: <ul style="list-style-type: none"> - Single online government service portal creation - Implementing a “tell us once” approach - Modern interoperability projects as part of the Digital Exchange Community of Practice 	<p>Showcase items:</p> <ul style="list-style-type: none"> - Broader engagement experience on a digital first approach - Presentation of the Guideline on Service and Digital (v1.1.) - Tell Us Once prototype (data & recommendations)

	<p>Digital Policy:</p> <ul style="list-style-type: none"> - Supporting federal institutions implement the Treasury Board Policy on Service and Digital, will be critical this year. - On April 1, 2020, the new Treasury Board Policy on Service and Digital came into effect. <p>Digital Enablement</p> <ul style="list-style-type: none"> - Developed a Tell Us Once Report that highlights citizen's preferences (user experience) and integration best practices (interoperability between departments) to inform a OneGC platform, self-serve single window for GC services. Initiated the process to procure a cloud-based client hub start developing and testing a solution. <p>Enterprise Strategic Planning (ESP)</p> <ul style="list-style-type: none"> - ESP updated its policy instruments and guidance to align with the new TBS Policy on Service and Digital (effective April 1, 2020). This ensured that policy instruments are focused on supporting client-centric service improvements. - The TBS Info Sharing also highlights many accomplishments in Cyber Security, Security Policy, and Information and Privacy Policy 	<p>Guideline profiled over a 20-minute presentation.</p> <p>TBS – OCIO (Digital Enablement)</p> <ul style="list-style-type: none"> • Tell us Once prototype results: data and recommendations associated with the user research that explored citizen's preferences and best practices for a common single window (OneGC) platform. 	<p>such as data exchange, APIs etc.</p> <ul style="list-style-type: none"> - For the Treasury Board Policy on Service and Digital, exchanging best practices and use cases for: client centric design and delivery, how are different jurisdictions integrating core IT, IM & Data and Service functions by way of Officials' roles and responsibilities, integrated governance, planning & reporting, innovation and experimentation. 	
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IMMIGRATION AND REFUGEE BOARD OF CANADA (IRB)	<ul style="list-style-type: none"> - Over the Strategy's first year (2019-2022 Service Strategy), IRCC advanced and made several concrete improvements on its priority deliverables. However, due to COVID-19, circumstances have changed and will need to reassess its priorities and consider the short & long-term impacts of COVID-19 to determine what is realistic to accomplish, recognizing this new environment may have new client pain points to address. 	<p>IRB is able to share:</p> <ul style="list-style-type: none"> - the work undertaken on client preferences during COVID-19 in a survey to determine clients' intentions for travel to Canada. This information may assist other organizations in planning and adapting their service delivery. - push notifications carried out pre-COVID and then during COVID-19, including the process and the challenges, demonstrates how IRCC adapted quickly to communicate with clients. - How IRCC has moved its usability testing of IRCC products and services and its service design research to a remote environment during COVID-19 in order to continue to collect essential client insights and feedback. - The most recent Client Insights Report, which gathers and analyses client experience data and recommendations from across the Department, to show how IRCC is working to identify and address client pain points. 	<ul style="list-style-type: none"> - IRCC is considering the implementation of automated surveys following service delivery touch points with clients. Have any other jurisdictions implemented automated surveys? Are there any lessons learned to share? - IRCC is interested in whether other organizations and jurisdictions are recalibrating their service delivery priorities considering COVID-19. How are they doing this work? What factors are being considered? - IRCC is interested to learn what other organizations have considered to account for the impacts of COVID-19 on service delivery, service standard adherence, and client satisfaction with their services. 	<p>Showcase items:</p> <ul style="list-style-type: none"> - Results and work undertaken related to the client preferences survey - Push notifications - Usability testing of IRCC products and services and its service design research during COVID - Updated Client Insights Report: identifying and addressing client pain points
VETERANS AFFAIRS CANADA	<ul style="list-style-type: none"> - Reducing wait times for disability benefit applications is the number one priority for Veterans Affairs Canada (VAC). - Increasing the use of technology and moving forward on digital end-to-end services for Veterans across service delivery channels - Continue the operationalization of Pension for Life, a streamlined 	<ul style="list-style-type: none"> - As part of Pension for Life implementation, used a Nexus-scaled Agile project management approach to design and deliver GC case. This approach relied on dynamic, cross-functional teams working together to identify system requirements and develop and implement solutions. It reduces up-front planning and 	<ul style="list-style-type: none"> - Reducing Wait Times for Benefit Applications: currently reaching out to other federal departments, as well as Veterans Affairs departments in other countries, to exchange information and best practices. - Presenting Wait Time Information: Seeking best 	<p>Showcase item:</p> <ul style="list-style-type: none"> - Showcase Nexus-scaled Agile project management approach to design and deliver GC case - WalkMe software application – real-time access to step-by-step guidance on processing

	<p>suite of benefits for Veterans launched in April 2019.</p> <ul style="list-style-type: none"> - In June 2020, established the Veteran Benefit Teams structure. Brings together all of the resources required to complete a disability benefit application with the goal of processing it promptly and with fewer hand-offs. - The Innovation Hub is a dedicated team created to provide VAC with innovation design services. 	<p>design, builds in frequent opportunities to ensure work is on track, and allows the team to adapt quickly to changes.</p> <ul style="list-style-type: none"> - Acquired a software application called WalkMe to support Pension for Life implementation and enable sustainable, cost-effective learning for employees. WalkMe provides real-time access to step-by-step guidance on processing applications effectively and efficiently. 	<p>practices in this area, to increase transparency and self-service for Veterans. Interested in enhancing Wait Time Tool, whose concept and design was inspired by a similar tool on IRCC.</p>	<p>applications effectively and efficiently</p>
Public Services and Procurement Canada (PSPC)	<p>Inward facing</p> <ul style="list-style-type: none"> - In 2020-21, PSPC will continue to implement a renewed service-oriented approach to support key departmental priorities and government direction in the area of service management and will continue to look for opportunities to strengthen client satisfaction. - With the release of the GC wide <i>Policy on Service and Digital</i>, PSPC released its first Integrated Business Plan which brings together Service to a new level, by cutting across traditional lines of service delivery and positions us to be recognized as leaders in client service, payment processing, purchasing, and property stewardship. - PSPC has completed phase I of the Integrated Service Management (ISM) solution Project. This project will change the landscape of how we work and interact with clients. 	<ul style="list-style-type: none"> - PSPC is undertaking several long-term initiatives to improve the accessibility, quality, and timeliness of its services. The majority of services are at various stages of transformation and updates to more accessible, digital tools are becoming increasing. A Framework has been developed to guide the discussions on our service journey. - Working closely with DM on a workshop for senior leaders this fall to harness the momentum of service transformations taking place across PSPC. The goal is to continue to break down silos, work together and learn from each other while inspiring new service transformations that are digitally-enabled with data and user experience top of mind. 	N/A	<p>Showcase item:</p> <ul style="list-style-type: none"> - Framework developed to guide discussion on service journey related to improving accessibility, quality and timeliness of its services. - Workshop for senior leaders (taking place this fall for DMs)

	<p>Linked to this is a revamped departmental service catalogue which will bundle services for clients to make their service experience seamless.</p> <p>Outward facing</p> <ul style="list-style-type: none"> - PSPC is looking at refining its approach to metrics for measuring client satisfaction across the department and building upon the current “Pulse Check” of approximately 29 departments and agencies. - An “integrated digital environment” that will leverage M365 platform capabilities is in development. - Continue to push the bar in forming external collaboration and developing interoperability solutions that will enable the Digital GC—e.g. “OneGC” and Open-by-Default. - Client service excellence remains at the forefront of how we deliver services with a client service competency that has been integrated in learning, staffing, performance management and recognition. 	<p>Multi-phase workshop focus:</p> <ul style="list-style-type: none"> - A better understanding of what our clients expect from our products or services - A cohesiveness and a digital convergence towards common approach to providing services in a client-centric world. - An informed understanding of clients in ways that are broader and deeper and more meaningful to the organization's strategy development processes. 		
ALBERTA	<ul style="list-style-type: none"> - Since its public launch in 2015, 54 services have started using MyAlberta Digital ID and over 1.3 million Albertans have created accounts. Departments are leveraging MyAlberta Digital ID to 	<ul style="list-style-type: none"> - Alberta can showcase the Online Extra-provincial Registration System and/or the Online Birth Registry (approx. 10-15 minutes) 	N/A	<p>Showcase items:</p> <ul style="list-style-type: none"> - Online extra provincial registration system - Online birth registry - Alberta Drone Program

	<p>enhance security, realize efficiencies, and streamline access to services.</p> <ul style="list-style-type: none"> - MyAlberta Digital ID for Business (business.account.alberta.ca) provides administrators and delegates with a secure way to interact with government on behalf of a company. - MyAlberta Fines Search leverages MyAlberta Digital ID to enable Albertans to look up their fines online, find outstanding ticket numbers, and pay them on MyAlberta eServices - MyAlberta Evacuation Payments System leverages MyAlberta Digital ID to provide a fast and convenient way to get evacuation payments during a disaster. - MyAlberta Emergency Benefits System leverages MyAlberta Digital ID to provide a fast and convenient way to get emergency food benefits by Interac e-Transfer. - MyAlberta Notify is an online notification service that provides government entities the capability to send emails and text messages cheaply and easily to citizens and businesses who use their services. Business areas can send these manually or automatically. - Service to Citizens: Online Birth Registry (OBR) - Service to Business: Multi-jurisdictional Registry Access 	<ul style="list-style-type: none"> - Alberta can showcase the Alberta Drone (Remotely Piloted Aircraft Systems) Program 		
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	<p>Service: MRAS was launched on June 27, 2020. MRAS is an information hub that allows corporate information sharing between provinces, and with the federal government, making extra-provincial registration faster and easier.</p> <ul style="list-style-type: none"> - Service to Citizens and Business: Red Tape Reduction- The <i>Red Tape Reduction Implementation Act, 2020</i>, was recently passed and clears the way for businesses to operate more efficiently and freely to prepare for the reopening of the economy - In its second year, the Digital Innovation Office (DIO) is working to bring modern, industry-proven digital practices into government. Using agile development, continuous delivery, open source technology and ongoing user research, small teams deliver briskly and build new capability in the public service - A “Talent On Fire” group has been established within the CIO division to: track the skills staff currently have and the development of new skills, share internal knowledge and information within the division, and address skill gaps, both technical and non-technical. 			
BRITISH COLUMBIA	<ul style="list-style-type: none"> - Service BC has continued to deliver core services by rapidly evolving their service model and offering new service options 	N/A	N/A	

	<p>designed to keep employees and the public safe. This included the development of an Online Appointment Booking Tool.</p> <ul style="list-style-type: none"> - Returning Traveller and Temporary Foreign Worker Programs - New feature called Verify by Send Video was implemented in April 2020: handles increasing volumes of BC Services Card mobile activations due to the COVID-19 pandemic. - Accelerated COVID-19 Program Implementation - BC Registries launched (June 30 2020) an application to allow for the incorporation of benefit companies, a new legal entity type. A benefit company is a for-profit company that supports a public benefit. - BC Registries implemented (June 29, 2020) changes to support the new Multi-Jurisdictional Registry Access Service (MRAS). - COVID Response: to support the Province's COVID-19 response, BC Registries made a number of business and technical changes including developing a government wide online digital assistant chat-bot for COVID-related questions 			
MANITOBA	<ul style="list-style-type: none"> - Supporting government's COVID-19 Response: New websites and applications for initiatives supporting the pandemic 	<ul style="list-style-type: none"> - Manitoba Job Restart Program: In June 2020, the province introduced the Manitoba Job Restart Program (MJRP) to 	<ul style="list-style-type: none"> - Chatbot Technology Enablement: Chatbot technology is a strategic initiative to enable the digital 	<p>Showcase item:</p> <ul style="list-style-type: none"> - MB Job Restart Program

	<p>response. Internal initiatives to expand government's remote work capabilities, including:</p> <ul style="list-style-type: none"> ○ Upgrading infrastructure to enable up to 10,000 staff to concurrently work remotely to meet evolving public health guidelines ○ Implementing new tools like MS Teams to enhance the productivity of staff working remotely and in-office <ul style="list-style-type: none"> - Digital Identity (ID): In collaboration with BC, Manitoba is currently working on a proof of concept for digital ID to establish the foundation to offer more services online and eliminate the requirement for in-person visits to verify a person's identity. POC expected to be complete by September 2020. - ERP Modernization: In the initial stages of an ERP Modernization program that will see Manitoba's SAP software upgraded and expanded to support several core government business functions. - Cloud-First Approach: Taken initial steps to adopt a cloud-first approach by embarking on a multi-phase, multi-year journey to implement Microsoft 365 and move existing infrastructure and business services into the cloud. 	<p>financially assist Manitobans returning to the workforce after being on the Canadian Emergency Response Benefit (CERB).</p> <ul style="list-style-type: none"> - #RestartMB Pandemic Response System: Manitoba recently implemented the #RestartMB Pandemic Response System to share information with Manitobans about the province's COVID risk and response, and provide direction for recommended actions. - Creating Jobs for Students: To ease the economic impact of the pandemic on students and recent graduates, MB introduced and revamped a number of programs to support the hiring of high school and post-secondary students over the summer months. 	<p>transformation of services within the Government of Manitoba. Manitoba is looking at potential chatbot use cases that will generate a positive return on investment.</p> <ul style="list-style-type: none"> - Manitoba continues to seek insight into the following areas of interest: <ul style="list-style-type: none"> ○ Continued COVID-19 Tracking ○ Data Driven Intelligence 	<ul style="list-style-type: none"> - Programs to create job for students - <i>#Restart Pandemic Response System (similar to COVID alert)</i>
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NEW BRUNSWICK	<p>Top Priorities:</p> <ul style="list-style-type: none"> - Online Drivers Knowledge Testing - Change of Address Online - COVID-19: Wave 2 Planning - Revamp/Enhance Online Presence <p>Accomplishments:</p> <ul style="list-style-type: none"> - Drivers Licence Online Renewal. - Appointment System for Service Centers - Stood up COVID Information Call Center 	N/A	N/A	N/A
NEWFOUNDLAND & LABRADOR	<ul style="list-style-type: none"> - Digital Program: Online Driver Permit Testing. Creation of an online testing portal to allow users to complete the exam required to obtain a driver's permit. Requirements gathering is ongoing and wireframes are under development. - Electronic Death Notifications: NL is working with the Death Notification Working Group as a pilot group to review and implement electronic death registration and notifications as per the DNWG blueprint. A business case, scope and high-level estimate have been prepared. Federal funding approved and the project has begun. - Motor Registration Division System Replacement: Initial findings indicate a possible replacement of the current motor 	N/A	<p>Additional information on the following:</p> <ul style="list-style-type: none"> - Solution for online appointment booking - Service bundling initiatives and programs and services for families, business services and immigrants - Implementation challenges and costs associated with Single Business Number 	N/A

	<p>registration application/system will be required to facilitate plate to owner functionality. An analysis of requirements to replace this system is scheduled to begin in the Winter of 2020.</p> <ul style="list-style-type: none"> - EProcurement: MERX e-Procurement Solution. The new system launched in March 2020, and will allow the Government of NL to meet legislative requirements 			
NORTHWEST TERRITORIES	<p>Online Service Program - Development</p> <ul style="list-style-type: none"> - Complete development of first round of services for online delivery. - Continue engagements with GNWT departments to understand service transformation priorities and design future waves of online services. - Complete work on an appropriate service support model for online services: a 3-person eSupport Service Team to act as service navigators/min-call centre for GNWT online services. - Continue to offer Certified Service Professional (CSP) and Certified Service Manager (CSM) training across the NWT. - Continue to participate in Business First and Citizen First national satisfaction surveys. 	N/A	<p>Data Management Framework:</p> <ul style="list-style-type: none"> - GNWT needs to start developing a data management framework to support Governments objectives for open data (focusing on roles and responsibilities, metadata standards and publishing guidelines to support a new open data portal) 	N/A

NOVA SCOTIA	<p>Pandemic Response Management</p> <ul style="list-style-type: none"> - Work with Public Health to support the management of border issues and safe re-opening of economy - Investigate online knowledge testing solution for beginner/learner driver licences. - Building upon existing platform services: Digital Identity, Digital Payment and Notify. - Enhance QMatic client flow management tool within in-person Access Centres - Upgrade Contact Centre and Business Registration Unit telephone technology platform. - Continue to advance Registry Transformation initiatives <p>The following digital services were developed & launched for COVID-19 response:</p> <ul style="list-style-type: none"> - Online Drivers Licence Renewal service for those holding a regular, motorcycle or farm tractor driver licence. - Implemented appointment option by telephone for in-person RMV transactions. - Implemented Government of Canada notify service to enable text message reminders and check-in notification for Registry 	<ul style="list-style-type: none"> - Online Drivers Licence Renewal (ODLR) is an easy-to-use digital service that allows eligible drivers to renew their licence online and drive immediately. The service was launched on August 4, 2020, in only 8 weeks, using an expediated human-centred approach. 	<ul style="list-style-type: none"> - Online booking for in-person services. - Shared open source platforms and services. - Approach and compliance to privacy legislation and best practices when engaging the public during service design (e.g. insights research and usability testing) to ensure services are built to meet the needs of users - How do you build in privacy and security by design? How do you build out these services areas to scale? - Recruitment and/or contracting of internet-era developers and product managers (limited resources in the marketplace) - Contact Centre Strategy: best practice on to digital service delivery (e.g. digital assist) - The development and implementation of service excellence standards through training (particularly in regional offices) - Accessibility & Inclusive Service Design: Guidance, standards and best practice for embedding inclusion and accessibility into digital services design processes to ensure an 	<p>Showcase items:</p> <ul style="list-style-type: none"> - Online Drivers License Renewal Program (ODLR)
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	<p>of Motor Vehicle in-person appointments.</p> <ul style="list-style-type: none"> - A self-assessment tool to help Nova Scotians know when they should call 811 about COVID-19. - Developed and launched the 811 Employer Assessment service. This service helped business owners determine if they could be open during early days of the pandemic in Nova Scotia. - Launched the Apply for a Sportfishing Licence service. This new service allows residents and non-residents to apply for general or salmon fishing licences quickly and easily online - Designed and developed an online Travel Declaration service, for individuals outside of the Atlantic bubble. 		<p>inclusive and accessible by design approach</p> <ul style="list-style-type: none"> - Developing a comprehensive performance measurement system to determine the impact our work is having on our clients and help drive internal decision-making 	
ONTARIO	<ul style="list-style-type: none"> - COVID-19 Response and Recovery Planning: Continue to provide service delivery through in-person, contact centre and online channels during COVID, while addressing backlog of volumes due to deferred transactions. - Digital Service Delivery: Ensuring most Ontarian's are able to complete highest volume transactions including driver, vehicle and health address changes, driver's licence and health card renewals, driver's records, licence plate sticker 	<p>New Procedures for Filing Business Registration Documents</p> <ul style="list-style-type: none"> - On May 12, 2020, Ontario passed legislation called the Alternative Filing Methods for Business Act, 2020 as well as a series of amendments to the business law statutes (Business Corporations Act, Business Names Act, Co-operative Corporations Act, Corporations Information Act, Corporations Act, Extra-Provincial Corporations Act, and Limited Partnerships Act) to support 	<ul style="list-style-type: none"> - Ontario values continued FPT information sharing on COVID-19 response and recovery. - Ontario is in the process of designing the Digital Identity Program and welcomes collaboration the following deliverables over the next three months: <ul style="list-style-type: none"> o Policy Framework o Benefits Realization (i.e. efficiency, monetization opportunities) o Governance Model 	<p>Showcase items:</p> <ul style="list-style-type: none"> - New procedures for filing business registration documents

	<p>renewals and vehicle registration and ownership transfers online.</p> <ul style="list-style-type: none"> - Continue to move forward on digital identity as an enabler of digital service delivery. <ul style="list-style-type: none"> o Development of a policy framework and business case for DI Program in partnership with key ministries and stakeholders. o Proofs of Concepts (POCs) and Pilot initiatives: engage Ministry partners across the OPS to collaborate on potential POC and Pilot project opportunities; currently exploring remote identity proofing for Social Assistance applicants needing support post CERB. o PCTF: continue to work closely with FPT Tables to advance the ID Management priority and development of PCTF which will inform Ontario's policy approach to enable a digital identity program in the province. 	businesses during the COVID-19 outbreak	<ul style="list-style-type: none"> o Public-Private Collaboration Model 	
PRINCE EDWARD ISLAND	N/A	N/A	N/A	N/A

QUÉBEC	<p>Devoted to carrying out its strategic plan in the context of the COVID-19 pandemic. The MTESS will work on:</p> <ol style="list-style-type: none"> 1. Simplify access to services and improve their quality 2. Adapt interventions to the needs of the clientele; 3. Develop innovative approaches for the benefit of customers. <p>In the short term, the ministry will support citizens and businesses. In the context of the COVID-19 crisis, the MTESS will prioritize in-person service delivery, online and over the phone services to ensure efficiency.</p>	N/A	N/A	N/A
SASKATCHEWAN	<ul style="list-style-type: none"> - COVID Dashboard - Online dashboard that graphs daily data for total cases, total tests, deaths, active cases, daily new cases, hospitalized cases and recovered cases. - Pandemic Support for Businesses and Workers Online Applications: numerous online applications were rapidly deployed to support the people and businesses during Covid-19. - SK's digital identity program: The goal is to deliver a PCTF-certified individual digital ID in the 2022-23 fiscal year. Immediate priorities: <ul style="list-style-type: none"> - Costed user stories - Gap analysis against the Pan Canadian Trust Framework (PCTF) 	<ul style="list-style-type: none"> - SK interested in sharing digital identity update most recently shared at Identity North. This presentation covers: <ul style="list-style-type: none"> o The journey to date o Key lessons learned o A demo of identity components in production o The roadmap going forward. 	How are other jurisdictions using virtual agent technology to augment front-line citizen support? Is the measured implementation fulfilling the business case?	<p>Showcase items: Share digital identity update, including:</p> <ul style="list-style-type: none"> - Journey to date - Key lessons learned - A demo of identity components in production - The roadmap going forward

	<ul style="list-style-type: none"> - High level definition of a digital ID MVP - SK looks to streamline and aspire to first contact resolution public support for government's digital services. <ul style="list-style-type: none"> - Establish a business case and mandate for a more centralized and coordinated method of front-line public support - Explore the usage of virtual agents to provide 24/7 on demand support - Realize value of data: Enabling Saskatchewan to unlock the value of data and provide better services, support evidence-informed decisions, create internal efficiencies and better understand the real impact of programs so that funds can be directed towards those interventions that have the greatest impact. <ul style="list-style-type: none"> o Establish stronger leadership and governance o Establish a data management office and Chief Data Officer to direct efforts o Improve data literacy and practices within and across Ministries o Understand government data holdings 			
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	<ul style="list-style-type: none"> ○ Establish specific plans for realizing the value of government data within Ministries, as well as cross-Ministry data hubs 			
YUKON	N/A	N/A	N/A	N/A
Municipal Service Delivery Officials (MSDO)	<ul style="list-style-type: none"> - Most municipalities continue to focus on delivering services in accordance with Public Health and provincial directives. - Services are moving online and counter services are being consolidated. - Utilizing Customer Journey Mapping to ensure services are being modified to improve (i.e. York Region) - Saskatoon created resources for staff delivering service and enforcing restrictions. - Since April, MSDO held weekly calls for members to share experiences. Service Canada has participated in weekly calls and added great information sharing. 	<p>Able to showcase successes on work completed on:</p> <ul style="list-style-type: none"> - York Region's Public Health COVID-19 Customer Journey Mapping testing process - Digital training resources in Saskatoon and digital screening tools for staff at Peel Region. Several jurisdictions are considering counter consolidation. 	<ul style="list-style-type: none"> - Contact tracing for ad hoc interactions - Staff messaging to the public (i.e. Scripting / training resources) 	<p>Showcase items:</p> <ul style="list-style-type: none"> - Customer Journey Mapping of the COVID-19 pandemic - Digital training resources