

PSCIOC Information Sharing Analysis

September 2020

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. Despite the uncertainty jurisdictions are currently faced with due to the COVID-19 pandemic, 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:



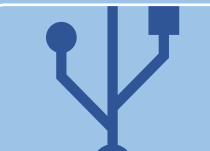
Citizen-Centric Service



Digital Identity



Providing rapid solutions to digital needs in response to the COVID-19 pandemic is a key commitment across the public sector. Jurisdictions are prioritizing fast-tracked technology solutions, urgent security guidance and assessment, secure design advice and testing to meet the unprecedented demand for digital solutions triggered by the pandemic.



Enabling remote workforce (work from home) has been implemented across all jurisdictions to meet COVID-19 public health guidelines. Updating IT infrastructure and the introduction of new tools (i.e. Microsoft Teams) enables meetings and collaboration from anywhere, safely and securely.



The impact of COVID-19 on cybersecurity shows a spike in phishing attacks, Malspams and ransomware attacks. The increasing threat of hackers using COVID-19 as bait requires cyber security practices to protect systems, networks, and programs. All jurisdictions are **developing and implementing cyber security strategies alongside their digital transformation efforts** to prevent electronic information from hackers.






Jurisdictions are **embracing cloud, cloud-first, and data centre approaches**. Procurement for cloud infrastructure services is a priority for many governments.













Jurisdictions are committed to establishing and implementing **digital policies to set the regulatory foundations and standards to enable digitalization**.

Showcasing Jurisdictional Accomplishment:

- In the Fall 2020 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		
 <p>Treasury Board of Canada Secretariat</p>	<ul style="list-style-type: none">- Supporting government’s COVID-19 Response: New websites and applications for initiatives supporting the pandemic response (i.e. Website to connect essential workers with available childcare spaces)- Enterprise Strategic Planning- Expanded Talent Management and Development	<ul style="list-style-type: none">- Preliminary Critical Services list in the pandemic context of the pandemic. Cyber Security - Published the Security Playbook for Information Systems Solutions.- Digital Enablement: Identified key digital infrastructure initiatives to advance the single window ministerial priority	<ul style="list-style-type: none">- Digital Change : TBS recently launched a Greening Government IT Working Group focused on information sharing, potential collaboration and identifying best practices.- Gender and Technology: Created and leads monthly Gender and Technology Work group to share knowledge and best practices.
 <p>Alberta Government</p>	<ul style="list-style-type: none">- Enterprise Resource Planning (ERP): One Government experience (1GX) - 1GX is the biggest transformations undertaken by the Alberta Public Service.- Cybersecurity: Alberta updated the Data and Information Security in the Cloud standard- Alberta Cybersecurity Response Plan for COVID- Microsoft Cloud Services: Government-wide adoption of Microsoft 365	<ul style="list-style-type: none">- Alberta updated the Corporate Information Management Technology (IMT) Risk Management Practices and Risk Register- Data Analytics, Process Automation and Artificial Intelligence: Launched a corporate data lake- Common Business Number (CBN)- Multi-jurisdictional Registry Access Service (MRAS): MRAS is an information hub that allows corporate information sharing	<ul style="list-style-type: none">- Alberta launched several MyAlberta initiatives including:<ul style="list-style-type: none">o Enterprise Solutionso Digital IDo Digital ID for Businesso Fines Searcho Evacuation Payments Systemo Emergency Isolation Support Systemo Emergency Benefits Systemo Notify (an online notification service that provides emails and text messages)
 <p>BRITISH COLUMBIA</p>	<ul style="list-style-type: none">- The creation of the Digital Response Unit COVID 19 that supported the rapid development of some of the following digital services- Network Communication and Collaboration Services	<ul style="list-style-type: none">- Digital Principles- Managing Government Information Policy (MGIP)- Digitizing Government Information Standard (DGIS)- Privacy	<ul style="list-style-type: none">- Service Management- Workplace Technology Refresh Program- Information Security

	<ul style="list-style-type: none"> - Supporting government's COVID-19 Response: New websites and applications for initiatives. for example: <ul style="list-style-type: none"> o Website to connect essential workers with available childcare spaces o Web portal for PPE procurement o Web application for frontline worker benefits 	<ul style="list-style-type: none"> - Internal initiatives to expand government's remote work capabilities, including upgrading IT infrastructure 	
	<ul style="list-style-type: none"> - Digital Transformation Team (DTT) - Enterprise Resource Planning (ERP) 	<ul style="list-style-type: none"> - Digital Identity (ID) - Security Operations Centre - Privacy: key initiatives include: a new GNB Protection of Privacy Policy, a new community of practice forum for privacy practitioners, currently piloting a privacy maturity assessment tool/approach, OCIO provided privacy advice/support on COVID related initiatives 	<ul style="list-style-type: none"> - The Cyber Strategy has been finalized - Telecom Strategy - Threat Driven Risk Assessment - Cyber Maturity Assessment
	<ul style="list-style-type: none"> - COVID-19 Pandemic Response Initiatives: Enabling Remote Workforce (Work from home), Rapid Application Development for various COVID-19 online programs and services, Virtual Parliament, etc. 	<ul style="list-style-type: none"> - Digital Government Program: Launched online services for MyGovNL 	<ul style="list-style-type: none"> - Provincial K-12 Student Information System (PowerSchool) - MIRIAD System: Launched the province's new mineral claim online acquisition system
	<ul style="list-style-type: none"> - Pandemic Response initiatives: The recently launched Notification Services (enables text message reminders & check-in notification for Registry of Motor Vehicle in-person appointments at Access Nova Scotia Centres) 		
	<ul style="list-style-type: none"> - COVID-19 Pandemic Mitigation: Some initiatives include: Central Agencies I&IT Cluster (CAC) & Cyber Security Division (CSD) 	<ul style="list-style-type: none"> - Technology Roadmap and Investment Plan (TRIP): Expedite government service modernization by: Creating seamless and user-friendly online services and citizen journeys for Ontarians, creating a future-ready OPS workforce with tools and services that support remote productivity. 	<ul style="list-style-type: none"> - Community Services I+IT Cluster (CSC): The Broadband Modernization Program (BMP): aims to provide a fast, reliable and secure level of broadband connectivity in schools to all Ontario students and educators

	<ul style="list-style-type: none"> - Government digital transformation efforts: noted accomplishments including the creation of Quebec centre of digital excellence, the implementation of government's new public consultation platform, etc. 	<ul style="list-style-type: none"> - Information security - Data Protection: In March 2020, the Government of Quebec adopted, for the first time, a policy that considered specific cybersecurity issues 	<ul style="list-style-type: none"> - Québec Technological Infrastructure: on February 20, 2020, Bill 37 (An Act mainly to establish the Centre d'acquisitions gouvernementales and Infrastructures technologiques Québec) was passed
	<ul style="list-style-type: none"> - Rapid development and deployment of Work from Home service and support. - Completed High Level business case to support a new enterprise ERP system 	<ul style="list-style-type: none"> - A new Cyber Security program has been implemented to ensure Government's IT security model is modernized, fully supported, and enabled to secure Government's IT/IM assets including Crown Jewels 	<ul style="list-style-type: none"> - Transitioning of Oracle support to 3rd party support provider Rimini.
	<ul style="list-style-type: none"> - Digital Approvals & eSignature - Remote workforce: Increased the capacity and the adoption of Virtual Desktop (VDI) for 40% of government employees, Accelerated introduction of O365 and OneDrive 	<ul style="list-style-type: none"> - Accelerated implementation of Azure Multi-factor authentication (MFA) portal 	
	<ul style="list-style-type: none"> - Migration of telecommunications network from provider with single network, to a new provider, with two satellite networks (C and Ka band) increasing capacity from 100mb to over 5000mb 	<ul style="list-style-type: none"> - Re-build of entire territorial network and systems platforms after ransomware attack - Creation of GN Microsoft Azure cloud tenant 	<ul style="list-style-type: none"> - Deployment of a new content and edge security system for all Government of Nunavut. - Move from on prem Microsoft Office 2013 to cloud based Office 365
	<ul style="list-style-type: none"> - Held 3 Cybersecurity & COVID-19 online discussions - Promoted free COVID-19 resources from Vendor/Partners & shared with Chapters 	<ul style="list-style-type: none"> - Soft-launched 'MISA Chat' – an online, real-time, interactive discussion platform - Planning is underway for a virtual 2020 InfoSec Conference scheduled for October 	<ul style="list-style-type: none"> - Developed Electronic Council Meetings guidelines, toolkit & resources along with a webinar (in partnership with AMCTO, AMO)

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 Fall 2020 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:

•PSCIOC members are interested in the exchange of best practices regarding establishing a digital policy; client centric design and delivery; the integration of core IT, IM & Data and Service functions; integrated governance, planning & reporting, innovation and experimentation; digital standards; digital enablement.

Digital Transformation



•How do jurisdictions: Maximize the engagement on relevant working groups (i.e. NCSIP); Enable responsible cloud adoption across Canada; Leverage Federal Government (e.g. GoC and/or TBS) security evaluation of Cloud vendors; Examine viability of joint procurements for common services; and Pursue a common, national WebCheck platform for identifying vulnerabilities on websites

Information Technology



•Due to the focus on digital services delivery and the need to deliver solutions, how are jurisdictions attracting and retaining top talent under the current pressures of the public sector compensation system?
•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



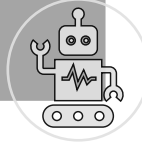
•What are jurisdictions doing to ensure public sector employees working remotely can securely access government applications, data, and collaborate by using emerging remote access technologies?

Remote Workforce



•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



•The COVID-19 pandemic has resulted in an increase of cyber security threats in the public sector. Jurisdictions are interested in exchanging best practices & lessons learned to ensure cyber risks are appropriately mitigated

Cyber Security



Background:

- Public Sector Chief Information Officer Council (PSCIOC) 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 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 September 2020 PSCIOC Council virtual meetings, a total of 13 information sharing documents were received.

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

Sophia Jesow

Joint Council's Research Analyst

Sophia.Jesow@iccs-isac.org | (226) 979-5768

Appendix A: PSCIOC Jurisdictional Information Sharing

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

JURISDICTIONS	Accomplishments/Progress: Highlight major IT/IM accomplishments, progress, and/or significant milestones over the past 6 - 12 months.	Priorities: Top IT/IM priorities/initiatives over the next 12 to 36 months.	Issues / Needs: Issues you would like to share and what assistance you might be seeking from PSCIOC.	Topics of Interest: Topics of interest to your jurisdiction
TREASURY BOARD OF CANADA SECRETARIAT (TBS)	<ul style="list-style-type: none"> - Open Government: Drafted a new set of metadata standards which was co-created with the provinces and territories through the Canada Open Government Working Group. These standards will be used in federating open data searches with the provinces and territories. Successfully re-elected to the Open Government Partnership Steering Committee for a three-year term from 2020 to 2022 - Digital Policy: On April 1, 2020, the new Treasury Board Policy on Service and Digital came into effect. The policy advances the delivery of services and the effectiveness of government operations through the strategic management of government information and data and leveraging of information technology, 	<ul style="list-style-type: none"> - Open Government: Continue work on the implementation of the commitments in Canada's 4th National Action Plan on Open Government. Test with Other Government Departments the Suggest a Dataset pilot on open.canada.ca. Work with other government departments to release more open data and information related to COVID-19 on the Open Government Portal. Expand the current federated open data service to include additional provinces and municipalities. - Continue to ensure Canada's position as a leader in the international open government community through ongoing collaboration with the Open Government Partnership and the Organization for Economic Co-operation and Development. 	<ul style="list-style-type: none"> - Digital Policy: 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. - Digital Enablement: Looking to learn from the experience and real-life examples of challenges and successes other PTM in relation to: <ul style="list-style-type: none"> o Single online government service portal creation o Implementing a "tell us once" approach 	<ul style="list-style-type: none"> - Open Government - TBS will continue to partner with Natural Resources Canada's Federal Geospatial Platform to work with more Provinces and territories in the coming months to federate geospatial data (FGP) and non-geospatial data (Open Government) to make them discoverable at the federal level. Appreciate continued collaboration with PTs. - Continuing to share lessons for adapting to digital service delivery as a result of COVID. - Digital Policy: Describe failed and successful use cases

	<ul style="list-style-type: none"> - Security Policy – As part of the COVID-19 pandemic response, TBS and Public Safety leveraged the CSPI process to rapidly establish a preliminary Critical Services list in the pandemic context to support planning and resource allocation, including interdependency mapping (e.g. mission critical applications) - Information and Privacy Policy - Launch of a full review of the <i>Access to Information Act</i> on June 18, 2020. This review will build on the targeted changes made by Bill C-58 in 2019. Guidance during COVID-19 pandemic: provided interim policy guidance to address treatment of privacy and personal information during program development response to address the COVID-19 pandemic. - Cyber Security - Published the Security Playbook for Information Systems Solutions. This playbook outlines tasks to consider when designing and implementing solutions for GC information systems in cloud environments. Established the GC Cloud Guardrails for Office 365 to enable the secure configuration and hardening of 	<ul style="list-style-type: none"> - Digital Policy: Supporting federal institutions implement the Treasury Board Policy on Service and Digital, will be critical this year. Strengthen Client Centric Design and Delivery, where importance will be placed on ICT Accessibility, strengthening internal and external service design for all clients and recognizing the integral role of privacy in providing secure and reliable services. - Information and Privacy Policy: Continue work on the Privacy Breach Action Plan to strengthen privacy breach prevention and management. - Strategic Policy and Planning: Following the mandate of the Clerk of the Privy Council to establish 2 new Deputy Minister committees co-chaired by the Secretary. The DM committee on Enterprise Priorities & Planning (DM CEPP) which will focus on an integrated approach to IT strategies across the enterprise and the DM committee on Core Services which will focus on the transformation of core services. - Cyber Security: In support of automated policy compliance, TBS launched its first iteration of a dashboard to track compliance for 	<ul style="list-style-type: none"> o Modern interoperability projects as part of the Digital Exchange Community of Practice such as data exchange, APIs etc. - Publishing technical standards, frameworks or guidelines related to disruptive or emerging technologies (ex. blockchain, mobile payments, digital wallets and verifiable credentials, digital assistants, etc.) - Enterprise Strategic Planning: ESP will continue to focus on the delivery of the cloud-based Enterprise Portfolio Management solution. This will enable a data-driven enterprise. - Digital Change: seeking information on implementing Digital Standards assessments in other jurisdictions. We have already contacted Ontario but would welcome feedback and advice from other jurisdictions as well. - Talent Management and Development: TBS would like to share challenges and 	<p>around client centric design and delivery. What were the key fail/success factors? Describe how different jurisdictions modified the way they delivered services during the pandemic? What were the underlying factors that enabled successful service delivery?</p> <ul style="list-style-type: none"> - Talent Management and Development: TBS in interested in exploring the use of data analytics for recruitment, talent management and other purposes. - Digital Change: TBS will continue to explore Greening of Government IT - Gender and Technology: Looking for presenters from other jurisdictions for the Gender and Technology Working group and the SSC Women in STEM Meetup (BC Gov has presented here before).
--	---	---	---	---

	<p>GC department and agency implementations of Microsoft Office 365. Launch of the beta version of the cybersecurity maturity self-assessment tool as part of the TBS Application Portal.</p> <ul style="list-style-type: none"> - Digital Enablement: Identified key digital infrastructure initiatives to advance the single window ministerial priority, through a common enterprise lens focused on OneGC outcomes associated with digital service delivery. <ul style="list-style-type: none"> o Successfully launched and scaled the API Store to production and awarded a contract for an Event Broker as part of the Canadian Digital Exchange Platform (CDXP). This platform will allow for simple, real-time information sharing between FPTM jurisdictions. o 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 	<p>the HTTPS ITPIN. TBS, in collaboration with CCCS, is evolving this dashboard to include tracking of DMARC which is a new requirement to enhance email security. Guidance on Event Logging and Patch Management will be published on Canada.ca. This guidance seeks to support departments in conducting proactive IT Security monitoring within their areas of responsibilities.</p> <ul style="list-style-type: none"> - Digital Enablement: Continue advancing the Digital Government Vision through a OneGC Platform Strategy that aims to advance service delivery and digital infrastructure based common outcomes for the enterprise. Delivering the OneGC platform, a self-serve single window for GC services. Planning to finalize the process to procure a cloud-based client hub to test, develop and configure a central hub or uniform view. Advancing service modernization and integration through the Canadian Digital Exchange Platform (CDXP). Next steps include securing funding to scale infrastructure, onboard departments, build GC capacity for API development and certify the solution for Protected B data. 	<p>issues and obtain best practices in recruiting and retaining specific, in-demand or niche work streams and functions (e.g. Cybersecurity, Enterprise Architecture, Artificial Intelligence (AI), and Product Management).</p> <ul style="list-style-type: none"> - TBS is interested in learning what are other jurisdictions doing in terms of Digital Talent Development. For instance, what Competency Models and career pathways exist and how they are being leveraged – for learning and development initially, followed by recruiting and performance management 	<ul style="list-style-type: none"> - Will commence recruitment for the 2020-2021 Dr. Roberta Bondar Career Development Program for Women in Science and Technology in late fall and would appreciate your support for those efforts.
--	--	---	---	---

	<p>developing and testing a solution.</p> <ul style="list-style-type: none"> - Enterprise Strategic Planning: Funding was allocated in Budget 2018 SSC partner Departments to modernize the Government's digital services. - Talent Mobility: In response to COVID, rapidly developed and launched GC Talent Reserve, a retrofit of Talent Cloud, within weeks. The platform allowed departments to identify critical needs for which public servants in non-critical roles volunteer and are matched to help. - Talent Management and Development: Expanded talent management in both scope and breadth. Launched new large-scale recruitment campaigns for talent, including one focused on Women in IT. - Draft Digital Competencies were developed to complement and operationalize the Government of Canada Digital Standards to help instill the required competencies. - Digital Change: TBS recently launched a Greening Government IT Working Group focused on information sharing, 	<ul style="list-style-type: none"> - Talent Mobility: The Talent Cloud team that built GC Talent Reserve is partnering with the Office of the Chief Human Resources Officer to develop an MVP skills matching and mobility tool to allocate human resources during a crisis. - Digital Change: Supporting the adoption of the Government of Canada's Digital Standards across the federal public service through engaging with public servants to clarify their challenges and barriers with implementing the Digital Standards in their work, and collaborating with them to co-create solutions and tools to support that adoption. This would include tools and solutions to support self-conducted assessments and peer assessments of digital projects against the Digital Standards. - Talent Management and Development: Continue to leverage enterprise data on executives and emerging talent to identify potential candidates for succession planning and career mobility opportunities. Work is ongoing in partnership with the Canada School of Public Service Digital Academy and others (e.g., uOttawa CIO Institute) to try and ensure a Competency-Based Learning (CBL) lens is applied in 		
--	---	---	--	--

	<p>potential collaboration and identifying best practices.</p> <ul style="list-style-type: none"> - Digital Nations: Canada holds the 2020 Chair for the Digital Nations (DN), which involves guiding the strategic direction of the group for a one-year term, as well as hosting the 7th annual Ministerial Summit. The DN Summit, held virtually from November 2-3, will focus on the theme of 'Resilient and Responsive Service'. The timing of the Summit will also align with FWD50. - Gender and Technology: Created and leads monthly Gender and Technology Work group to share knowledge and best practices. Exploring Anti-Bias training for the CIO community. 	<p>learning and development initiatives and materials, and in the development of a digital career pathway and framework.</p>		
ALBERTA	<ul style="list-style-type: none"> - Enterprise Resource Planning (ERP): One Government eXperience (1GX) -1GX is one of the biggest transformations ever undertaken by the Alberta Public Service. The project will move the Government of Alberta from its aging ERP system, IMAGIS, to a new ERP platform, called 1GX, with modern cloud-based capabilities and standard processes to be used across government. 	<ul style="list-style-type: none"> - Talent Management: A "Talent on Fire" workgroup has been established within the Government of Alberta's Office of the Corporate Chief Information Officer & Telecommunications division, which has been assigned three main tasks to improve the Talent Management of current staff within the division: <ul style="list-style-type: none"> o Tracking the skills staff currently have and the development of new skills 	<ul style="list-style-type: none"> - Attracting and Retaining Top Talent: The strong focus on digital services delivery and the need to deliver solutions faster requires top information management technology talent. The public sector compensation system has been under severe constraints for many years, which is impeding the ability of government and public agencies to attract and retain top talent, who are attracted 	<p>Alberta is interested in the following topics:</p> <ul style="list-style-type: none"> - Digital Identity: Self-Sovereign Identity - Robotics Process Automation - Machine Learning/Artificial Intelligence - Cloud Enablement - Remote Workforce

	<ul style="list-style-type: none"> - Cybersecurity: Data and Information Security in the Cloud standard was updated to allow for information classified as Protected C to be stored in the cloud by default (with the ability for a Deputy Minister to request an exception to keep particularly sensitive information on premise), and to allow the use of vendor-controlled keys to be used as a valid alternative to encrypt data at rest in the cloud. This change in policy was made to help fast-track cloud adoption and migration of data and online services to the cloud. - Alberta Cybersecurity Response Plan for COVID was developed and distributed to Alberta public agencies and other federal, provincial and territorial jurisdictions within two weeks from the beginning of the pandemic. - Corporate Information Management Technology (IMT) Risk Management Practices and Risk Register were updated to accept, track and manage all IMT related risks (beyond the original design that only included cybersecurity risks). 	<ul style="list-style-type: none"> o Sharing internal knowledge and information within the division o Addressing skill gaps, both technical and non-technical - Remote Working: A “Working Spaces” workgroup within the Gov of Alberta’s Office of the Corporate Chief Information Officer & Telecommunications division is exploring options for changing the workplace environment for staff. As part of this initiative, the division of approximately 900 staff has begun a remote work pilot, which will enable at least 50% of employees to work remotely by end of the 2020 calendar year. - Microsoft Cloud Services: Service Alberta has been working with its ministry partners for the government-wide adoption of Microsoft Cloud Services (Microsoft 365). - Cloud Strategy and Cloud Enablement: Alberta is steadily moving towards a ‘cloud first’ model. Cloud computing is a natural progression from traditional IT, building on previous technologies while promising to improve cost efficiencies, deliver on demand services, accelerate innovation and improve the usability of information 	<p>by the private sector’s ability to pay more, increase compensation over time based on performance and provide promotions.</p>	
--	--	--	--	--

	<ul style="list-style-type: none"> - Microsoft Cloud Services: Microsoft 365 Service Alberta has been working with its ministry partners for the government-wide adoption of Microsoft Cloud Services (Microsoft 365). Due to the COVID-19 pandemic, the Gov of Alberta accelerated specific features of Microsoft 365 as they were needed in a timelier manner. - Data Analytics, Process Automation and Artificial Intelligence: Launched a corporate data lake that supports business data science and provides insights needed to facilitate evidence-informed decision and policy-making. The data lake offers a scalable, flexible, governed, secured and integrated enterprise platform that handles the volume, variety and velocity of the data for big data insights, advanced analytics, data mining, business intelligence, machine learning and artificial intelligence, among others. - MyAlberta Enterprise Solutions: Service Alberta continues to partner with departments from every level of government to provide more efficient and effective ways of delivering core 	<p>technologies for staff. Procurement has closed and Alberta is in negotiations with three hyper-scale cloud providers. Target is to have contracts signed in fall 2020 to begin to build a public cloud presence and consume cloud services for early-adopter business areas and our Digital Innovation Office.</p> <ul style="list-style-type: none"> - Architecture Review Board: Alberta is establishing an Architecture Review Board to serve as a governance body ensuring that IMT initiatives align with Government of Alberta enterprise architecture principles as well as business and IMT goals and strategies - Application Rationalization: Alberta is working on a plan focused on the rationalization of applications that provide the same or similar services as other standard application systems. This effort will provide reduction in cost and resource usage, as well as clarity in purpose and role of systems for grant management; case management; web content management; and learning management system. - Service Management Platform implementation: Alberta has a corporate initiative, internally 		
--	---	---	--	--

	<p>business responsibilities by implementing MyAlberta eServices, MyAlberta Digital ID, and other signature projects such as the MyAlberta Evacuation Payments System.</p> <ul style="list-style-type: none"> - MyAlberta Digital ID provides a secure way to access online government services. 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 enhance security, realize efficiencies, and streamline access to services. - MyAlberta Digital ID for Business - Service Alberta is working to onboard more services to the program. The program continues to grow and as more services become available, Service Alberta will redesign the site to enhance the user experience. - 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 	<p>called BERNIE, to move government services into the client focused digital age. The three initial programs are:</p> <ul style="list-style-type: none"> o Digital Regulatory Assurance System o Enterprise Service Management o Alberta Contact Centres 		
--	---	--	--	--

	<ul style="list-style-type: none"> - MyAlberta Evacuation Payments System leverages MyAlberta Digital ID to provide a fast and convenient way to get evacuation payments during a disaster. The system was used from May 4 to June 5, 2020, to provide emergency funding for northern Alberta flood evacuees. Alberta is developing the MyAlberta Emergency Registration System. - MyAlberta Emergency Isolation Support System leverages MyAlberta Digital ID to provide emergency support payments to eligible Albertans, without requiring that they leave their homes to apply or obtain funds. - MyAlberta Emergency Benefits System leverages MyAlberta Digital ID to provide a fast and convenient way to get emergency food benefits by Interac e-Transfer. In June 2020, the system was used for the first time. The MyAlberta Evacuation Payments System was adapted and reused to build the MyAlberta Emergency Benefits System. In the future, the system may be leveraged to offer other types of emergency benefits. 			
--	---	--	--	--

	<ul style="list-style-type: none"> - 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. A Beta version of the service launched in late March 2020. - Enterprise IT Environment (EIE) (Infrastructure Consolidation Initiative) - As of August 2020, the initiative is 100% complete. Alberta now has three data centres remaining. The EIE initiative has realized \$5 million dollars per year in savings. - Online Birth Registry (OBR) - Alberta launched an online birth registry, with the ability to order birth certificates online, on June 28, 2020. - Common Business Number (CBN) – Alberta implemented the CBN program February 17, 2020. - Multi-jurisdictional Registry Access Service (MRAS): 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 			
--	---	--	--	--

	<p>registration faster and easier. Along with MRAS, Alberta Corporate Registry launched its Online Extra-Provincial Registration system.</p> <ul style="list-style-type: none"> - Alberta Digital Innovation Office: In its second year, the 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. 			
BRITISH COLUMBIA	<ul style="list-style-type: none"> - Network Communication and Collaboration Services - Service Management - Workplace Technology Refresh Program - Information Security - Digital Principles - Managing Government Information Policy (MGIP) - Digitizing Government Information Standard (DGIS) - Privacy - Appropriate Use Policy (AUP) Updates - Services to Business - Citizen Credential: BC Services Card - Digital Experience - Digital Investment - BC Developers' Exchange - Supply Hub 	<ul style="list-style-type: none"> - Service Management: Continue to transform OCIO and government IT service management to ensure a superior customer experience and contribute to the success of government programs. This is currently underway by transforming OCIO IT service operations, including implementing ServiceNow as an enabler. The OCIO will enable increased integration across government IT (and other) services, automation and self-service to improve the customer experience and streamline service delivery. - Information Security - Core Policy and Procedures Manual Chapter 12 	<p>Information Security:</p> <ul style="list-style-type: none"> - Ensure maximum engagement from jurisdictions on relevant working groups such as NCSIP to include representation at (historically) face-to-face meetings/workshops. - Enabling responsible cloud adoption across Canada - Federal Government (e.g. GoC and/or TBS) security evaluation of Cloud vendors to be leveraged by all jurisdictions nationally - Examine viability of joint procurements for common services 	<p>Information Security</p> <ul style="list-style-type: none"> - Investigate innovative ways to combat cyber threats from a whole-of-Canada perspective rather than duplicate effort in silos. - Incenting post-secondary institutions (especially universities) to offer additional programs and degrees in cybersecurity. - National approach to developing and retaining top security talent. - Establishing a strategy for jurisdictions to

	<ul style="list-style-type: none"> - BC Government Cloud Services - Digital Response Unit: COVID-19: The province-initiated a cross-agency Digital Response Unit to provide rapid solutions to digital needs coming out of COVID-19. Highlights included supporting the rapid development of some of the following digital services: <ul style="list-style-type: none"> o Services to screen returning travellers, farm workers and silviculture workers at the border to ensure they have the appropriate supports to self-isolate. The open source code for these services is being reused in Alberta and Nova Scotia. o A new service to help employers and employees apply for variances to maximum severance periods, potentially avoiding the termination of up to 300,000 laid off BC workers on August 31. o A new service to help consumers gain confidence that they will be safe when frequenting BC businesses. 	<ul style="list-style-type: none"> - Data Management Policy - Open Government Policy - Ethical Tech - Digital Credentials: BC Services Card - Digital Services - Digital/ IMIT Operating Model - Technology Code of Practice - Digital Funding Modernization - Government Modernization - Digital Framework – updated for Version 2. - Digital Academy - Hosting and Application Development Framework - BC Government Cloud Services 	<ul style="list-style-type: none"> - Pursue a common, national WebCheck platform for identifying vulnerabilities on websites. - Citizen Credential: BC Services Card: Continued collaboration between DIACC and IMSC to establish a single PCTF that represents both public and private sector. 	<p>leverage the new Federal Canadian Centre for Cyber Security (CCCS).</p> <ul style="list-style-type: none"> - Ethics in Technology: Ethical approaches to the use of technology, including AI, in the public sector. - Credentials: Applying agile methodologies to build a seamless, simple service experience for businesses. The overall outcome is significant business and operational efficiency, citizen experience improvement including improving the relationship between government and citizens leveraging the following initiative: Verified Organization Network and Continuous Improvement <p>COVID Response:</p> <ul style="list-style-type: none"> - Share lessons learned in the digital government/ IMIT space as a result of
--	---	--	---	---

				COVID. This includes collaboration tools, rapid response, open-source code sharing, digital service delivery, security etc.
MANITOBA	<p>Supporting government's COVID-19 Response:</p> <ul style="list-style-type: none"> - New websites and applications for initiatives supporting the pandemic response, for example: <ul style="list-style-type: none"> o Website to connect essential workers with available childcare spaces o Web portal for PPE procurement o Web application for frontline worker benefits - Internal initiatives to expand government's remote work capabilities, including: <ul style="list-style-type: none"> o Upgrading IT infrastructure to enable up to 10,000 staff to concurrently work remotely to meet evolving public health guidelines o Implementing new tools like Microsoft Teams to enhance the productivity of staff working remotely and in-office 	<p>Digital Government Initiatives:</p> <ul style="list-style-type: none"> - Digital Identity (ID) - In collaboration with BC, Manitoba is currently working on a proof of concept (POC) 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. The POC is expected to be completed by September 2020. - ERP Modernization - Manitoba is 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. This program will enable service delivery modernization by expanding Manitoba's ability to offer more digital services. - Cloud-First Approach - Manitoba has 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. The enablement of cloud-based services will reduce operating 	<ul style="list-style-type: none"> - Chatbot Technology Enablement: Chatbot technology is a strategic initiative to enable the digital transformation of services within the Government of Manitoba. Manitoba is looking at potential chatbot use cases that will generate a positive return on investment. 	<ul style="list-style-type: none"> - COVID-19 Tracking - Data Driven Intelligence

		<p>costs associated with current on-premise infrastructure, as well as rationalization of applications currently in use.</p> <ul style="list-style-type: none"> - IT Investment and Demand Planning - Manitoba is focused on maturing its IT Investment and Demand Planning process, which takes a streamlined and whole-of-government approach to IT project planning. The multi-year planning process aligns with Manitoba's annual estimates process and captures and prioritizes all of government's IT needs. It aims to prioritize and group these IT needs into like programs with common solutions and funding, reducing duplicate government spending on IT solutions. 		
NEW BRUNSWICK	<p>Digital Transformation Team (DTT):</p> <ul style="list-style-type: none"> - During COVID 19 GNB's Digital Transformation team was redirected to quickly improve our analytics and dashboarding capabilities. Numerous COVID and BCP related dashboards were created and consumed by senior leadership to make better COVID related decisions. - The DDT was activated in partnership with our Department of Health and quickly developed a mobile Exposure Notification application. This was put on hold by the federal government, 	<ul style="list-style-type: none"> - Cyber Strategy: Now that GNB's Cyber Security Strategy has been finalized, work is occurring to execute on the roadmap defined within. Numerous projects are underway: Cyber Security Training and Awareness, People Process Policy Assessment, Threat Driven Risk Assessment, and Cyber Security Operations Center (SOC). - Finance and Treasury Board Records Management: The department works to mature its Information Management practices as it brings two departments together – 	None beyond the requests that we currently have with the PSCIOC Jurisdictional Inquiries.	<ul style="list-style-type: none"> - Security Operation Centres - Digital Provincial Archives - IT Investment strategies - Oracle ERP implementations - Next Generation 9-1-1 - Moving from an "on prem" IT World to a Service/Contract Management IT world - Annual security assessments - Digital ID - Data Analytics

	<p>but the experience of this team was used in the Canada Contract tracing application ('COVID Alert').</p> <p>Enterprise Resource Planning (ERP):</p> <ul style="list-style-type: none"> - During Covid 19 the ERP project was delayed. However, the ERP team was activated soon after, and GNB quickly leveraged our Oracle investments to provide value in support of new COVID requirements around workplace safety, as well as business continuity planning. <p>Digital Identity (ID):</p> <ul style="list-style-type: none"> - GNB's Department of Health has leveraged our investment in Digital Identity to worked with its service delivery organization – Service NB - to procure a Digital ID solution. This project was transferred to the Health sector and initial projects will be delivered from this area. A contract has been signed with SIMEIO Solutions to provide a production environment. The work being done is targeted for reuse within the GNB enterprise. <p>Security Operations Centre:</p> <ul style="list-style-type: none"> - The Office of the CIO and Service New Brunswick now staff an internal Security Operations center (SOC). We are continuing to mature the services being 	<p>Department of Finance and the Treasury Board.</p> <ul style="list-style-type: none"> - ERP project: GNB's ERP project has entered the implementation phase. Significant work is being done to identify early successes that can demonstrate savings while providing benefits to our users. - Digital Transformation Team (DTT) projects: GNB continues to deliver on its Digital NB Strategy. In the upcoming year, GNB will work to re-visit this strategy – updating it where necessary and laying out a new multi-year roadmap. - Digital ID: OCIO will continue to work with the Department of Health on the implementation of a Digital ID as well as coordinate discussions on Digital ID with other government departments in preparation for an anticipated convergence. - Privacy: GNB will continue to focus on improving management of information privacy in government departments and agencies. - Access: Business continuity is the top priority for the near term. Following this, focussed on launching the new tracking system 		<ul style="list-style-type: none"> - UI/UX
--	--	--	--	---

	<p>offered and to scale it to handle 7/24 service.</p> <p>Privacy Key initiatives:</p> <ul style="list-style-type: none"> - A new GNB Protection of Privacy Policy which establishes an accountability framework, including roles and responsibilities, for protecting information privacy and a supporting Directive on Privacy Practices - A new community of practice forum for privacy practitioners in Part I; collaboration on an online information management training module, including information privacy, for Part 1 employees - Developing and piloting a privacy maturity assessment tool/approach to establish a baseline measure of a department's ability to manage information privacy based on best practices; fall training sessions on Privacy Basics. - OCIO also provided privacy advice and support on several COVID related initiatives including: a NotificationNB App to notify users of possible exposure to COVID-19; the NB Travel Registration Program. - Cyber Strategy: GNB has finalized its Cyber Security Strategy. This document details 	<p>for managing access to information requests, as well as developing virtual training for access to information practitioners. Starting later this fiscal, work will begin to develop an enterprise level policy on access to information.</p> <ul style="list-style-type: none"> - IT Service Review: Working with Service New Brunswick, GNB engaged an independent external partner to assist in developing a strategic future state vision for GNB's IT service delivery, to build on the momentum of the COVID response. The strategy will accelerate the transformation of SNB and enable Digital Government to achieve the best service delivery outcomes. - Information Highway 2.0: OCIO is working with other key stakeholders to improve productivity through adoption of application technology using broadband and 5G. 		
--	--	--	--	--

	<p>the strategic direction for GNB in Cyber Security and lays out a multi-year plan.</p> <ul style="list-style-type: none"> - Telecom Strategy - Threat Driven Risk Assessment - Cyber Maturity Assessment 			
NEWFOUNDLAND & LABRADOR	<p>COVID-19 Pandemic Response Initiatives:</p> <ul style="list-style-type: none"> - Enabling Remote Workforce (Work from home) - Rapid Application Development for various COVID-19 online programs and services - Foster Families Connectivity: While respecting the privacy of the families, OCIO worked with the Department of Children, Seniors and Social Development (CSSD) to acquire, configure and supply technology to enable children in foster care and their families to connect virtually with video-based visits. - Virtual Parliament: Implemented WebEx technology to enable hybrid sessions for standing committees and lay the groundwork should a full virtual parliament session be required in the future. <p>Digital Government Program</p> <ul style="list-style-type: none"> - Launched online services for MyGovNL (Motor Registration/Vehicle Renewal/Driver's Licence Renewal/ePayment 	<p>Digital Government Program:</p> <ul style="list-style-type: none"> - Add more services to MyGovNL and smart applications as outlined in the strategy. - Expand MyGovNL to include businesses so an individual can manage both their personal and business interactions with government in one single, convenient and secure location - Complete migration of departmental websites and work towards the next phase of website enhancements. - Implement an identity and access management solution. - Permits and Inspections : Finalize a framework, approach and commence development of a reusable model to deliver mobile inspections capabilities as a service within individual departments. Examples: Public Safety, Commercial Vehicles and Bus inspections. - Investigation of Shared Service Alternatives : Continue to leverage shared services synergies and shared procurement opportunities 	<p>Looking to see what experience provinces may have with:</p> <ul style="list-style-type: none"> - Logging and auditing – solution and process - Data encryption (at rest) – solution and process - PowerBuilder migration to new platform (vendor going to subscription based mtnc which will be significantly more expensive) - Mainframe transition approaches and techniques. - Common Secure File Transfer (S/FTP) Standards and infrastructure across governments and departments that exchange data for business purposes. - Shared Services Model for back office functions - Outsourced MSSP (SOC) Models - Remote Access Expansion : How government applications and data can be securely accessed using emerging remote access technologies. 	<ul style="list-style-type: none"> - IT Business Partnerships: Understand how others are using this role within the CIO office and across Government. - Agile Organizations, and Dev/Ops: Understand how others are transitioning to be more agile, as an organization, not just in the way they develop/deliver software. GNL is interested in understanding if/how others are dealing with Dev/Ops. <p>Other</p> <ul style="list-style-type: none"> - Cyber Security - Digital Government, transformation and implementation - Digital service delivery governance

	<p>integration/Driver's Abstract/Road Test Payment/Medical Care Plan (Organ Donor Status & Renewal (mainstream))</p> <ul style="list-style-type: none"> - Continued migration of departmental websites to the OneGovNL content management system which allows each department to manage their own content. - Provincial K-12 Student Information System (PowerSchool): Consolidated all public, private and indigenous schools into a provincial K-12 Student Information System, using PowerSchool Cloud Hosted offering. - Electrical Permits Online - MIRIAD System: Launched the province's new mineral claim online acquisition system developed using AMANDA back-office, Alphinat SmartGuide, and ESRI GIS. System - Database Lifecycle Management Packs : Successful implementation of Oracle Database Lifecycle Management Packs (DLMPs) and initial pilot of database patching strategy. 	<p>across key public sector entities including K-12, post-secondary education and select ABC's</p> <ul style="list-style-type: none"> - Application Security : Continue with current application security initiatives and implement AppSource tool to scan 'sourcecode' for vulnerabilities. - Application Portfolio Assessment : Continue with Phase II of the Application Portfolio Assessment which is continuing to quantify and document the modernization of our applications. - Mainframe : Talent Management for the mainframe applications support team due to age and retirements of key resources. Attempts to recruit, train and mentor have been challenging. Recruiting mid-level resources with mainframe experience continues to be a priority. - Investigation of Shared Service Alternatives: Continue to investigate preferred model to leverage shared services synergies and shared procurement opportunities across key public sector entities including health, education and select ABC's. - Managed Security Service Procurement (MSSP): Potentially 		<ul style="list-style-type: none"> - Digital government success metrics (KPIs, metrics & reporting) - Blockchain – how it is being used in digital service delivery - Shared Services - Financial BI reporting solutions – what other options exist outside OBIA and is APEX an alternative? - NL's database jurisdictional scan received one reply – how to ensure more feedback? - Remote Access approaches within other Provinces. - Cloud Transition Plans and Case Studies. (Eg. O365)
--	---	--	--	--

	<ul style="list-style-type: none"> - Data Masking : Successful implementation of custom developed Data Masking solution and masking of ~10 databases, including Oracle, MySQL and SQLServer. - IM Policy Framework : Nearing completion of a significant refresh of the IM Policy framework for GNL. Starting to publish documents under review for the last year. - Expansion of Remote Access/VPN Solution: In response to COVID-19 and demands for a significant expansion of government employees working from home, the OCIO successfully expanded its existing Remote Access Service including the introduction of additional secure MFA methods. - E-Discovery Platform : Leveraging SharePoint as a platform for rapid searching of unstructured file share data across 8000 accounts. In support of government's ATIPP responsibilities. - Webex Adoption : In response to COVID-19 introduced Webex as a supplementary Conferencing solution to Skype for Business. 	<p>going to market for MSSP services to supplement in-house capabilities.</p>		
--	--	---	--	--

NORTHWEST TERRITORIES	N/A	N/A	N/A	N/A
NOVA SCOTIA	<ul style="list-style-type: none"> - Pandemic Response initiatives: Supporting Public Servants working remotely by introducing new tools to enable meetings and collaboration from anywhere, safely and securely. Two corporate solutions were delivered quickly with teams across the public service, Cisco WebEx and Microsoft Teams. - Notification Services: Canadian Digital Service (CDS) and the Nova Scotia Digital Service (NSDS) launched the Government of Canada's notify service to enable text message reminders and check-in notification for Registry of Motor Vehicle in-person appointments at Access Nova Scotia Centres. 	<ul style="list-style-type: none"> - Securing Foundations: Address technical debt, stabilize systems and applications, replace outdated hardware, and create a program environment to support digital modernization efforts like platforms for digital identity, digital payment, and notifications. - SAP Modernization Update: Nova Scotia is moving forward with a multi-year effort to migrate the Province's SAP platform from the current ECC 6 version to S4 HANA. Preliminary planning efforts are underway and detailed implementation plans and costing will be presented to Executive Council for approval this fall. - Governance Modernization: Digital Standards, Service Manual and Technology Code of Practice. - User-centred Service: Continued rapid delivery of user-centred services by empowered multi-disciplinary product teams. 	<ul style="list-style-type: none"> - The perception that the digital era is the domain of digital government and IT organizations creates a cultural challenge in the design and delivery of government services digitally. - Seeking continued support from the Councils to collectively continue to deliver and advance the Digital Identity Priority in a concerted way. 	<p>IT</p> <ul style="list-style-type: none"> - managing technology debt - demonstrating / building messaging around their 'applications at risk' - communicating to Board/Deputy level on a range of key IT metrics - Any lessons learned and shared information when shifting the 'IT as a Cost Centre' to 'Acceptable / Not Acceptable Risks' <p>DATA</p> <ul style="list-style-type: none"> - What are jurisdictions working on with relation to Data (Data Strategies/ Data as a Service). - The data is managed (i.e. providing data extracts to support analytics, how data is shared in accordance with supportive legislation / policy, etc.). - Any lessons learned would be of value.

				<p>Digital Service Delivery:</p> <ul style="list-style-type: none"> - How to effectively champion the design and delivery of government services digitally across somewhat autonomous ministries.
ONTARIO	<p>COVID-19 pandemic. Some include:</p> <ul style="list-style-type: none"> - Central Agencies I&IT Cluster (CAC) - the Cluster Applications Branch (CAB) provided IT solutions to enable the Ministry of Finance (MOF) to implement various tax, administrative, and relief measures. - Cyber Security Division (CSD) - Ontario's response to COVID-19 required fast-tracked technology solutions and urgent security guidance/assessment, secure design advice and testing. There were several accomplishments during the COVID response, some included: <ul style="list-style-type: none"> o blocked over 500 indicators of compromise related to COVID-19 in the OPS. o provided advice and guidance for 10 BPS cyber incidents since the beginning of March. - Government Services Integration Cluster (GSIC) - key accomplishments in contact centres includes: Up to 2100 	<ul style="list-style-type: none"> - Digital Signatures: Central Agencies I&IT Cluster (CAC) will implement an eSignature solution that can be leveraged across the enterprise. - COVID-19 Pandemic Mitigation – ReOpening of the Province - Cluster Applications Branch (CAB) is working closely with the Ministry of Finance (MOF) to ensure a smooth technology return of the COVID-19 relief measures back to regular business. - Cyber Security Division (CSD): The cyber security top priority for Ontario includes implementing the Ontario Public Service Cyber Security Strategy, focusing on: <ul style="list-style-type: none"> o Heightened Organizational Awareness o Enhanced Monitoring and Threat Intelligence o Proactive Management of Cyber Risks o Modern Identity and Access Management Services 	<ul style="list-style-type: none"> - Enterprise Project and Portfolio Management Solution: Seeking feedback from the Council on what other jurisdictions are doing around EPPM solutions. - Existing Technology Footprint: How to transform legacy technology into digital tools in current fiscal climate. - Seeking feedback on how jurisdictions of building strategic, operational, and business plans during the COVID-19 pandemic, within a public sector context. For example: Insights around how public sector information technology (IT) organizations are: <ul style="list-style-type: none"> o Adapting to major disruption to government planning cycles 	<p>Technology Footprint</p> <ul style="list-style-type: none"> - Sharing technologies across IT Clusters; with one central owner most effective methods for managing priority/agility in a shared technology model. - Limiting the technology footprint through re-use <p>Data Protection:</p> <ul style="list-style-type: none"> - The usage of public cloud for high sensitivity data given data sovereignty laws/ freedom of information acts in US/Canada /cyber security policies - Cross-provincial collaboration on sharing best practices <p>The impact of COVID-19 Pandemic:</p> <ul style="list-style-type: none"> - How has the COVID-19 pandemic impacted other jurisdictions' long-

	<p>contact centre staff handling calls from home; New Ontario Together, Stop the Spread contact centers implemented within 24 – 96 hours; etc.</p> <ul style="list-style-type: none"> - Health Services I&IT Cluster (HSC) - The Ministry of Health (MOH) and OHDS have created an online COVID-19 Test Results Viewer for the public to access their COVID-19 lab results from the Ontario Laboratory Information System (OLIS). The tool was first made available on April 3, 2020. <p>Enterprise:</p> <ul style="list-style-type: none"> - Technology Roadmap and Investment Plan (TRIP) - Expedite government service modernization by: <ul style="list-style-type: none"> o Creating seamless and user-friendly online services and citizen journeys for Ontarians o Creating a future-ready OPS workforce with tools and services that support remote productivity - Community Services I+IT Cluster (CSC): The Broadband Modernization Program (BMP): aims to provide a fast, reliable and secure level of broadband connectivity in schools to all Ontario students and educators – including those in rural, remote and northern areas. 	<ul style="list-style-type: none"> o Cyber Security Centre of Excellence for the Broader - Government Services Integration Cluster (GSIC): Continue to deliver on the activities of the Contact Centre Modernization initiative (a multi-year plan to reduce and/or eliminate duplicative and inconsistent processes and technology - Infrastructure Technology Services (ITS): ITS is building a digitally-driven government through workplace transformation that enables staff to work anytime, anywhere, on any device, while leveraging modern, secure cloud-based connectivity methods and solutions. This will all ministries to drive their respective transformation agendas and deliver simpler, faster, better services for the people of Ontario. <p>Ontario Digital Services (ODS):</p> <ul style="list-style-type: none"> - Initiate and implement digital identity solution for Social Assistance Digital Application with MCCSS - Policy proposal for digital identity for government consideration and approval - Launch the Digital Identity program office – contingent on government approval of business case 	<ul style="list-style-type: none"> o Developing IT plans in context where priorities are constantly changing - Successful case studies for: <ul style="list-style-type: none"> o Effective joint business and IT strategic planning to inform new policy options o IT and policy/program partnership on business/operational model transformation and design 	<p>term strategies in key areas (e.g. network design, infrastructure, cloud adoption, mobile technology adoption/migration)</p>
--	--	--	---	---

PRINCE EDWARD ISLAND	N/A	N/A	N/A	N/A
QUÉBEC	<ul style="list-style-type: none"> - Government digital transformation efforts: Government digital transformation strategy (2019-2023) announced June 2019. Several accomplishments have been noted to date, including to the creation of Quebec centre of digital excellence, the implementation of government's new public consultation platform, etc. - Information security - Data Protection: In March 2020, the Government of Quebec adopted, for the first time, a policy that considered specific cybersecurity issues - Québec Technological Infrastructure : On February 20, 2020, Bill 37 (An Act mainly to establish the Centre d'acquisitions gouvernementales and Infrastructures technologiques Québec) was passed 	<ul style="list-style-type: none"> - Information Security – Data Protection - Digital identity - Digital transformation of government - Management of digital data in the government - Incorporation of artificial intelligence in the public administration 	N/A	N/A
SASKATCHEWAN	<ul style="list-style-type: none"> - Rapid development and deployment of Work from Home service and support. The Covid19 situation required reprioritization of activities to enable Work from Home for 	<ul style="list-style-type: none"> - Implementation and transition to an Integrated IT Service Delivery Model. This model results in rebalancing the mix of services being delivered by internal resources and the private sector. 	<ul style="list-style-type: none"> - Opportunities to share and leverage each others technical and business position papers (ie. Jurisdictional positions on 	<ul style="list-style-type: none"> - Expected budget restraints/cuts due to Covid19 situation. - Modernizing IT for Government (Service Delivery/Service

	<p>Government's IT Users. This included enabling users to take home their workstations, deploying VPN for all users, updating service delivery and support processes and models (support kiosk), and rapidly deploying tools and solutions to enable secure remote work and virtual meetings (OneDrive and Teams) across the enterprise.</p> <ul style="list-style-type: none"> - Completed High Level business case to support a new enterprise ERP system. The Enterprise Business Modernization project is now fully resourced to develop detailed business cases, plans and implementation roadmap for an integrated cloud-based solution. - A new Cyber Security program has been implemented to ensure Government's IT security model is modernized, fully supported, and enabled to secure Government's IT/IM assets including Crown Jewels. - Transitioning of Oracle support to 3rd party support provider Rimini. Support is enabled but project is completing implementation of Rimini's Advanced Security solutions. This transition has generated significant savings. 	<p>It is built on the principles of equally sharing accountability, benefits, risks, and blame amongst all parties (clients, vendors, our IT division).</p> <ul style="list-style-type: none"> - Continue with Application and Infrastructure Lifecycle Management. We have integrated language into service provide contracts requiring them to maintain their services at a "supported" level. - Continue with O365 implementation. - Have submitted a budget request to move forward with Verified Digital ID as well as an online Virtual Agent solution. - Continue implementation of Business Service Management to better manage our services, and service providers. - Continue with implementation of Cyber Security Roadmap. - Have submitted a budget request to implement an Enterprise Data Management program. - Continue with the Enterprise Business Modernization project to integrate ERP systems into One cloud-based solution. 	<p>using Zoom despite security risks).</p> <ul style="list-style-type: none"> - Continued sharing of policies/standards related to Information/Records Management including retention periods, handling ex-employee files and emails, and determining what data is included and eligible for FOI searches. 	<p>Management). I.e. Innovations, changes, adapting to new normal/work from home/office, etc.)</p>
YUKON	Digital Approvals & eSignature	<ul style="list-style-type: none"> - Privacy & Security : Focus on security framework, operational 	<p>Business Continuity Planning</p> <ul style="list-style-type: none"> - Data Centre evolution 	FPT Cloud Archiving solution

	<ul style="list-style-type: none"> - Launched corporate solution to route, track, and digital approve documents - Integration to Sharepoint for editing and versioning - Integration to our Drupal forms tools for creation and routing of things like application forms from the public - Integration to Notarius for eSignature where that is required - Working with Legal and Finance to accept eSignatures inside and outside of government <p>Work from Home</p> <ul style="list-style-type: none"> - Increased the capacity and the adoption of Virtual Desktop (VDI) for 40% of government employees - Accelerated introduction of O365 and OneDrive <p>Multi-factor authentication (MFA)</p> <ul style="list-style-type: none"> - Accelerated implementation of Azure MFA portal - 2 FA for employee remote access to: VDI, VPN, Sharepoint,)365 and digital approvals and eSignatures. <p>Data Centre</p> <ul style="list-style-type: none"> - Expanded use of veeam for Azure backup in addition to virtual server backup and replication to improve resiliency 	<p>policy work, and user awareness (12 months)</p> <p>Identity, client account, privacy :</p> <ul style="list-style-type: none"> - New ATIPP Act will explicitly enable Yukon Identity program - Working to have a working platform for Yukon Account and Identity by fiscal year end. - Identity Service to be integrated to Drivers License, Health Card, <p>5-Year Capital Plan :</p> <ul style="list-style-type: none"> - Developing 5 year capital plan for IT Capital across YG - Centralizing of governance for all IT related work regardless of funding source - Centralization of IT Capital budget - eProcurement : 2 year project to modernize procurement activities, improve public access to information, and to move to digital tendering - New Yukon Web Site : Bulk of content being re-written and brought forward in 2018/19 with view to deprecation of older web site. - Fibre Connection to provide redundancy for Yukon & NWT - Up to \$80M project to connect existing transport fibre networks between Dawson City Yukon – Inuvik NWT 	<ul style="list-style-type: none"> - IaaS vs internal - How does SaaS fit in? - Business Intelligence/Big Data: How do we evolve to offer better business intelligence/analytics across government? Can we offer a service expertise that helps client departments with their business intelligence needs? - Land Information: Framework to tie together Lands information (permits, titles, property assessment, planning) 	<ul style="list-style-type: none"> - Considering re-branding 'Identity' to something that reflects a government 'credential' amongst an emerging eco-system of 'credentials'. Identity sounds like something that we are claiming as fundamental to you as a person as opposed to a credential. It is used because in the IT world they have co-opted the word identity to mean authenticated to the authorized account. <ul style="list-style-type: none"> o What is our Canadian government strategy for trust in eWallet (smartphone credential) amongst private sector o Canada should consider creating an independent agency with the independence legislated and transparent that would create separation from
--	---	---	---	---

	<p>ATIPP</p> <ul style="list-style-type: none"> - New (re-written) ATIPP Act was passed by Legislature in Fall 2019 - New regulations being drafted to allow the Act to come into force in 2020 - Proactive information disclosure site to be integrated with Open Data portal 	<p>IP Telephony (VOIP)</p> <ul style="list-style-type: none"> - Negotiated RFP closed and evaluations underway for proposed solutions 		<p>government (big brother), independency from business (exploiting your personal information), and be facilitated as basic 'infrastructure' to protect and enable Canadian citizens in the digital age</p> <ul style="list-style-type: none"> - Microsoft's, and others, helpful tools' (grammar, spell check, etc) sovereignty - today phrases, words, snippets, are sent to U.S. for analysis by AI's and/or humans. - Canadian stance on email retention - power in adopting a common approach across many jurisdictions.
NUNAVUT	<ul style="list-style-type: none"> - Migration of telecommunications network from provider with single network, to a new provider, with two satellite networks (C and Ka 	<ul style="list-style-type: none"> - Cyber security hardening of the network - Creation of cloud-based firewalls - Configuration of new satellite capacity to enhance service and resiliency 	<ul style="list-style-type: none"> - Hardening of our network for cyber attacks - End user training program on cyber awareness - Assistance from peers on their journey of Cloud Broker 	<ul style="list-style-type: none"> - Cyber security - Digital data governance - Application portfolio rationalization & ERPs

	<p>band) increasing capacity from 100mb to over 5000mb</p> <ul style="list-style-type: none"> - Re-build of entire territorial network and systems platforms after ransomware attack - Creation of GN Microsoft Azure cloud tenant - Move from on prem Microsoft Office 2013 to cloud based Office 365 - Deployment of a new content and edge security system for all Government of Nunavut. 	<ul style="list-style-type: none"> - Switching from an on-prem model to a cloud first model - Creating the governance around cloud technologies - Creating application life cycle program - Migration of on-prem applications to cloud platforms (IAS, PAAS, & SAS) - IM/IT review and potential organizational reorganization - Filling the 39% vacancies within our division - Creating a procurement strategy focused on the last-mile technology that will provide full community coverage connectivity via WIFI and unlicensed LTE/5G. 	<p>for government setup & governance</p> <ul style="list-style-type: none"> - Recruitment of staff - Moving from a capital-based IT world to an O&M based world - Proper organizational structure and appropriate budget 	<ul style="list-style-type: none"> - Government transformation from on-prem to cloud - Organizational structures and funding models - Organizational change management - Project delivery models
MISA CANADA	<p>MISA Ontario : <i>Events/Programs</i></p> <ul style="list-style-type: none"> - The 2020 Annual Conference scheduled for Toronto in June was cancelled due to COVID-19 - Planning is underway for a virtual 2020 InfoSec Conference scheduled for October - Developed Electronic Council Meetings guidelines, toolkit & resources along with a webinar (in partnership with AMCTO, AMO) - Held 3 Cybersecurity & COVID-19 online discussions, with guest speakers from: <i>Cyber Security Operations Branch, Government of Ontario, Canadian Centre for Cyber Security, Cybercrime Investigation Team, Ontario</i> 	<p>MISA Ontario</p> <ul style="list-style-type: none"> - Executing on Strategic Plan - Investigating the development of shared service models to help increase capacity, expertise and capabilities within participating municipalities, and in particular with cybersecurity efforts and modernizing services <p>MISA Prairies</p> <ul style="list-style-type: none"> - Remote Working - Role of IT in the Post COVID-19 Economic Recovery - CyberSecurity - Microsoft Licensing and related increased Opex Costs 	<ul style="list-style-type: none"> - What should a municipality, at minimum, be doing to ensure they are appropriately mitigating cyber-risks? - What should municipalities initially focus on when undertaking transformation efforts? - What new knowledge, skills and abilities are required to ensure a high performing municipal organization in the digital era? - What can small or rural municipalities do to increase capacity, expertise and capabilities to undertake new change initiatives? 	<ul style="list-style-type: none"> - Looking forward to the output of the O365 Working Group

	<p><i>Provincial Police and Canadian Anti-Fraud Centre, RCMP</i></p> <ul style="list-style-type: none"> - Held Regional bi-monthly online “water-cooler” networking events - Awarded 5 Excellence in Municipal Systems Awards to selected municipalities – featured the winners in a special online awards webinar - Promoted free COVID-19 resources from Vendor/Partners & shared with Chapters - Soft-launched ‘MISA Chat’ – an online, real-time, interactive discussion platform - Partner Appreciation Luncheon held in November 2019 - Webinar participation continues to increase averaging 65/webinar <p>Governance:</p> <ul style="list-style-type: none"> - President Morgan Calvert was invited to present our priorities at the 2020 Pre-Budget Consultation - New MISA Ontario rep was selected to represent at MISA/ASIM Canada Board - Developed a new Strategic Plan – with a new focus on becoming a thought leader and establishing a stronger profile and leadership role across the industry and with other levels of government. 		<ul style="list-style-type: none"> - Collaborating to reduce duplication within the procurement process across the various levels of government - The impact of COVID-19 has caused organizations to pursue digital transformation at a faster pace and has resulted in a struggle to manage resources at the pace of change impacting the strain on the existing talent pool and budgets - Dealing with challenges of Broadband infrastructure and communities’ access and adoption - Building municipal resiliency through enhanced cybersecurity efforts. As municipalities struggle to afford the high costs related to effective cybersecurity programs, consider the development of a provincial funding program to help municipalities raise their collective security posture in an effort to better protect our communities 	
--	---	--	--	--

	<p>MISA Prairies :</p> <ul style="list-style-type: none">- March 2/20 IT Spend Survey completed- 2020 Annual Conference and Trade show cancelled due to COVID-19- May 28/20 Webinar: Are you Ready for the Future of Working?- June 11/20 First virtual AGM held due to COVID-19			
--	---	--	--	--