

## Exploring the current context of public acceptance for the use of data to improve services within and across levels of government

### Problem statement

- A comprehensive understanding of the current context of public acceptance for the use of data to improve services within and across levels of government is needed to inform future direction around intergovernmental data use in Canada.
- Specifically, this would include:
  - sharing of personal information for administrative purposes such as for authentication or verification in support service delivery to clients;
  - use of service-related data and information for non-administrative purposes such as program evaluation or statistical analysis, including using new technologies and methods artificial intelligence.
- For the purposes of this work, data includes personal information provided by clients for the administration of services, as well as data collected about the services which are delivered.

### Proposed approach

- A phased approach is proposed.
- Phase 1:
  - environmental scan of other jurisdictions' approaches to and projects addressing public acceptance for the use of data to improve service delivery;
  - literature review of existing academic and public opinion research on public acceptance and trust with regards to use of data (including personal information) in the public sector for the provision of government services;
  - analysis to support application of the findings to the Canadian context;
  - Phase 1 report including recommendations.
- Phase 2:
  - Public opinion research to validate the findings from phase 1.
  - Final report including recommendations

### Background

- The potential exists to improve services across levels of government through data sharing to support service delivery to clients, as well as use of data and advanced analytics for evidence informed decision-making.

## Research project proposal – Data driven intelligence working group

- At the same time, the use of data to improve service delivery within and across levels of government in Canada requires social licence to share data and ensure that the use of data and analytics is responsible, and that the personal information of clients is protected.
- To that end, as part of the ROD from the Sept 26 PSSDC meeting, the DDI working group has the next step of *‘Development and presentation of research project proposal to identify jurisdictions (including international best practices) that have balanced social licence (to share data) with informing service delivery decision making (Nov 30/19).’*
- This is interrelated to a second project which would improve understanding of the jurisdictional rules framework, as a first step to address legislative, policy and data sharing barriers to integrated and seamless service delivery across levels of government. Specifically, this would include exploration of what information should be shared, what is the existing rules framework, and developing recommendations to address key Joint Councils and PSSDC priorities.
- This is part of a larger framework of issues which need to be explored, such as analysis of how public acceptance of data use relates to existing legislative frameworks, common understanding data sensitivity and risk, and ethics.