

PSCIOC Information Sharing Priorities & Alignment with Joint Council's Priorities February 2020

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:
 - o Providing the opportunity for jurisdictions to showcase current and ongoing work.
 - o Documentation of lessons learned that may be of interest.
 - o Promoting transparency across various governments.
- The ICCS secretariat coordinates jurisdictional information sharing efforts across the PSCIOC Council:
 - o Prior to all PSCIOC Council in-person meetings, member jurisdictions are provided with an information sharing template.
 - o Jurisdictions are required to complete the template and return it to the ICCS secretariat.
 - o 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.
- At the February 2020 in-person PSCIOC Council Toronto meetings, a total of 15 information sharing documents were received.

Top 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. See Appendix A for a detailed breakdown.



Digital Strategy



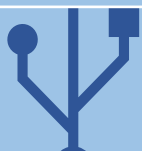
Citizen-centric Service



Digital Identity



Nearly all jurisdictions are focused on **establishing the back-end, foundational structures to enable digital services and products to meet the changing needs of citizens and businesses.**



IT modernization is a significant theme reported across jurisdictions. There is emphasis to **replace aging, legacy IT systems and hardware solutions to successfully transition into the digital era.** Jurisdictions are modernizing how communication occurs to enable innovative solutions to public sector service delivery.



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



Transition into the digital era requires cyber security practices to protect systems, networks, and programs from digital attacks. Several jurisdictions are **developing and implementing cyber security strategies alongside their digital transformation efforts** to prevent electronic information from hackers.



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

Considerations:

- In the PSCIOC information sharing documents, there were a few mentions regarding health-related digitalization efforts.
- In the majority of the PSCIOC information sharing documents, client-centric priorities are not exclusively highlighted. However, based on the description of digital strategy and digital identity priorities, it is clear the top outcome for governments is to improve the overall citizen experience. All levels of government are focusing on providing better services to citizens by leveraging emerging technologies.
- The priority areas documented in the February 2020 PSSDC information sharing documents are similar to the priorities reported in the Winnipeg 2019 information sharing documents.

Next steps

- This document will be shared to the following members for review and consideration:
 - o Joint Council co-chairs; and
 - o PSCIOC co-chairs and members.
- This document will be used to provide insight and facilitate discussion regarding the degree to which PSCIOC and Joint Councils priorities are aligned. This information will also be used to set the future direction of the Councils (i.e. focusing on areas that are of interest to the majority).

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

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Appendix A: PSCIOC Information Sharing Priorities & Alignment with Joint Council's Priorities

***Note:** The priorities outlined below was gathered using the information sharing documentation provided by FPTM Jurisdictions for the Toronto 2020 PSCIOC in-person meeting.

Joint Council's Priorities		
Digital Strategy	Digital Identity	Client-Centric Services
Government of Alberta <ul style="list-style-type: none"> - Cybersecurity Program: based on a solid Security Risk Management practice. The practice, including roles, processes, and templates, will be streamlined and simplified to allow for faster delivery of solutions. Currently setting up a new internal Penetration Testing practice to perform ethical hacking on all new or updates systems before migrating them to production. - MyAlberta eServices: Service Alberta is working with stakeholders to maximize the number of services offered on the website - Government of Alberta Data Lake: The GoA's Data Lake is an enterprise data-sharing platform which supports advanced data and big data analytics. Six proof of concepts focused on demonstrating the robust capacity of this new platform have been completed (including two focused on Machine Learning and Artificial Intelligence). - Cloud Strategy and Cloud Enablement: 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 technologies for staff. - Microsoft Cloud Services – Microsoft 365: On a proposed initiative for the government-wide adoption of Microsoft Cloud Services (Microsoft 365). This initiative would augment security and information management capabilities to safeguard public data and would provide all Government of Alberta employees. - Artificial Intelligence (AI) Strategy 	Government of Alberta <ul style="list-style-type: none"> - MyAlberta Digital ID (citizens): Service Alberta will continue to make it easier for Albertans to create and verify their MyAlberta Digital ID account using technologies commonly found in smartphones. - MyAlberta Digital ID (businesses): Service Alberta is working to onboard more services to the program and is actively working with Pan-Canadian working groups to establish digital identities for businesses, so they have convenient access to digital services. - 	Government of Alberta N/A
Government of British Columbia <ul style="list-style-type: none"> - Three priorities noted for digital services. The focus for BC is to leverage investments in the Digital Framework, continue to support digital service delivery across government; Sustain work through BC's Government Digital Experience (GDX) to enhance peoples' experience of 	Government of British Columbia N/A	Government of British Columbia <ul style="list-style-type: none"> - Service Management: Transform OCIO and government IT service management to ensure a superior customer experience and contribute to the success of government programs. The OCIO will enable increased integration across government IT (and

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<p>government's web presence; Set priorities for service improvement, making tangible improvements to government services in partnership</p> <ul style="list-style-type: none"> - Information Communications Technologies: (9 priorities). Focus includes Expand high-speed internet in rural, remote and Indigenous communities, continue working collaboratively within the context of the new Canada Connectivity Strategy, etc. - Hosting & Application Development Framework: provide a plan to modernize and improve Government-wide approaches and tools for hosting and managing applications and providing services. - Service Management: Transform OCIO and government IT service management - BC Government Cloud Services - Information Security 		<p>other) services, automation and self-service to improve the customer experience and streamline service delivery.</p>
<p>Government of Manitoba</p> <ul style="list-style-type: none"> - Procurement Modernization: A review of IT hardware procurement is currently in process with plans to expand to IT Services and contracts in future phases. - Development and Operations (DevOps) Modernization: investigating methods to improve software development practices and has engaged a third party to review the current operational model and assess the opportunities to modernize the development environment, streamline processes relating to build and release automation and enhance application monitoring. - AI: Manitoba is looking at exploring the use of artificial intelligence within the government. 	<p>Government of Manitoba N/A</p>	<p>Government of Manitoba</p> <ul style="list-style-type: none"> - Citizen Engagement Portal: Manitoba has implemented a Citizen Engagement Portal, providing a better way to engage and interact with the public.
<p>Municipal Information Systems Association (MISA)</p> <ul style="list-style-type: none"> - Cyber Security; - Sustainable IT development; - Montreal is launching its 5G Lab, and they are offering the opportunity to Canadian cities to come and collaborate - Talent Management: opportunities to use AI to help in the automation so they can decrease the need for human resources to perform repetitive tasks. 	<p>Municipal Information Systems Association (MISA)</p> <ul style="list-style-type: none"> - Digital Identity 	<p>Municipal Information Systems Association (MISA) N/A</p>
<p>Government of New Brunswick</p> <ul style="list-style-type: none"> - Cyber strategy policy - IT Investment Governance: The Office of the CIO has established a new governance process around significant projects with IT Investment. - DTT projects – In support of the Digital NB Strategy, GNB continues to work with 	<p>Government of New Brunswick N/A</p>	<p>Government of New Brunswick N/A</p>

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Digital Strategy	Digital Identity	Client-Centric Services
departments on Digital Transformation initiatives - Privacy – The continue maturing our Privacy practices - PDQ/IT Classification – New Brunswick is having a hard time getting and retaining qualified IT resources. IT classification and remuneration continue to be high on the priority list.		
Government of Newfoundland & Labrador - The Way Forward: Building Our Future: Commitments increase online services; implement a government-wide shared services model for back office functions; Digital Government and support innovative work arrangements. - Digital Government Program - ICT Procurement	Government of Newfoundland & Labrador N/A	Government of Newfoundland & Labrador N/A
Government of Nova Scotia - Digital Transformation: Scaling human-centered service design and delivery as a ubiquitous method in the delivery of government services digitally. - Modernizing our Digital Payment Platform and implement the platform, transition 26 existing services, and provide a platform service that is low cost for entry, near self serve, and seamless to on-board onto. - Cyber Security and Risk Management Program - Network Modernization: Continue to mature and expand software defined networking (ACI) to enable automation.	Government of Nova Scotia Deliver an alpha prototype for Digital Identity Platform that digitally verifies an individual and provides access to a Health Service.	Government of Nova Scotia N/A
Government of Nunavut - Cyber security hardening of the network - Creation of cloud-based firewalls - Configuration of new satellite capacity to enhance service and resiliency - Switching from an on-prem model to a cloud first model - Creating the governance around cloud technologies - Creating application life cycle program - IM/IT review and potential organizational reorganization	Government of Nunavut N/A	Government of Nunavut N/A
Northwest Territories - Continue to implement Information Systems Shared Service (ISSS), a new organization structure established in April 2019 to improve enterprise planning and service delivery across the IMT sector. - Online Service Program: Development: Complete development of first round of services for online delivery.	Northwest Territories N/A	Northwest Territories N/A

Joint Council's Priorities		
Digital Strategy	Digital Identity	Client-Centric Services
Government of Ontario <ul style="list-style-type: none"> - Central Agencies I&IT Cluster (CAC): The cyber security top priority for Ontario includes implementing the Ontario Public Service Cyber Security Strategy - Children, Youth and Social Services Information and Information Technology Cluster (CYSSC): <ul style="list-style-type: none"> o Enable Digital First for Service Delivery, etc. - Justice Technology Services (JTS): Digital Evidence Management is a cloud-based Software as a Service vendor supported solution for use by Justice Sector partners/stakeholders to electronically capture, manage, store and share digital investigative/evidentiary files. A competitive and transparent procurement process will begin this year. - Labour & Transportation I&IT Cluster (LTC): Digital Government <ul style="list-style-type: none"> o Digital Garage o Digital First Omnibus Bill 	Government of Ontario <ul style="list-style-type: none"> - Ontario Digital Services – Identity Management Digital Identity (API's and API Gateway, Digital Identity POCs and Pilots, Pan-Canadian Trust Framework, Sovrin / Digital Wallet) <p>Ontario will continue to engage Ministry partners across the OPS to collaborate on potential POC and Pilot project opportunities to demonstrate the benefits of a DI solution/approach.</p>	Government of Ontario N/A
Government of Prince Edward Island <ul style="list-style-type: none"> - Digital Services: This includes creating a Digital Service Delivery Approach (Project: Business Process Redesign), implementing critical architecture (Project: Enterprise Integration Platform) and establishing Digital Governance, Strategy and Stakeholder engagement. - Government Data Storage: Implementing new storage technology within our Dell/EMC standard – ECS (Elastic Cloud Storage), looking at alternative data storage options off premises; and continue to support records management in order to assist the Departments with their RIM processes. 	Government of Prince Edward Island <ul style="list-style-type: none"> - Digital Identity, ACCESS Atlantic and MyPEI Citizen Portal: ITSS is working with the Department of Health and Wellness on Infoway's ACCESS Atlantic initiative. <p>A Cross Departmental Committee is working with stakeholders across Government to ensure there is a single Digital Identity created for PEI residents that can be federated with other Digital Identity systems and is compliant with the outlined information in the Pan Canadian Trust Framework.</p>	Government of Prince Edward Island N/A
Government of Quebec <ul style="list-style-type: none"> - Development of a cybersecurity strategy - Review of the government information security framework and the government directive on information security 	Government of Quebec N/A	Government of Quebec N/A
Government of Saskatchewan <ul style="list-style-type: none"> - Review of IT Service Delivery Model including organization structure, services provided, and partnering with vendor community. - Security Initiatives including: enhancing web application security (firewall), security incident response management, security awareness, etc. - Implementing recommendations from Office of Information and Privacy 	Government of Saskatchewan <ul style="list-style-type: none"> - Working towards Pan Canadian Trust Framework (PCTF) for Digital ID work. 	Government of Saskatchewan N/A

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Commissioner regarding Records and Data Management, Information Management, Freedom of Information practice, and Data Storage capabilities and policies. Includes disposal of legacy backup tapes.		
Treasury Board of Canada <ul style="list-style-type: none"> - Open Government focus - Cyber Security: Exploring partnership with other federal government organizations to co-develop a Cyber Security Development Program. - Digital Policy <ul style="list-style-type: none"> - Implementation of the TBS Policy on Service and Digital and piloting the DPMF with select departments. - Complete the legislature review exercise underway to identify impediments to integrated, seamless, online end to end service delivery. - Digital Enablement: Focusing on an omni-channel service vision - Digital Investment - Information and Privacy Policy - Enterprise Strategic Planning - Digital Nations: TBS will work with Global Affairs Canada on protocol and logistics of the 2020 DN Ministerial Summit. 	Treasury Board of Canada N/A	Treasury Board of Canada N/A
Government of Yukon <ul style="list-style-type: none"> - Privacy & Security: Focus on security framework, operational policy work, and user awareness (12 months) - New Yukon Web Site - Approach to Digitization of Land Titles records - Developing 5-year capital plan for IT Capital across YG - Fibre Connection to provide redundancy for Yukon & NWT 	Government of Yukon <ul style="list-style-type: none"> - Identity, client account, privacy <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 	Government of Yukon N/A