



Digital Identity – Priority Stream

**Sophia Howse, BC
Jackie Stankey, AB**

Why Does Digital Identity Matter?

Identity Management is critical to success –
It is the foundation of moving more services online.
We need to be able to verify someone's identity in
a completely digital environment.

anywhere
easy better
faster
anytime
online

Joint Councils – Logic Model

JOINT COUNCILS - LOGIC MODEL

VISION Enabling World Class Public Services Through Co-creation and Collaboration

CALL TO ACTION Focus & Acceleration to Enable Digital Government for Canadians

OBJECTIVE Focused Collaboration to Exceed Client Expectations

JOINT COUNCILS PRINCIPLES

Client-Centric

Ensuring the customer is at the center of everything government does through co-creation.

Trusted and Secure

Ensuring services are designed to be privacy respecting and citizens are able to trust their information is secure.

Digital by Design

Building for digital first, so that all channels can leverage the digital solution.

Collaboration

Fostering an environment across levels of government and jurisdictions to enable multidisciplinary teams to deliver client centered services and benefit from the collective experience and knowledge.

Measurable & Managed

Defining outcomes early and using research and measurement to create the right solutions and enable process improvement.

JOINT COUNCILS LONG TERM GOALS

Enabling Government Without Borders



Providing simple, seamless and convenient access to government information and services to Canadians regardless of where someone lives or does business.

Enabling Digital Society



Providing Canadians with the public sector services, supports and data that they need to live and do business in today's society.

Enabling a Modern & Innovative Government



Leveraging data and research to inform policy development, service design and service delivery while being open, transparent and efficient.

JOINT COUNCILS SHORT TERM GOALS

Governance & Service Delivery Model

Modernized Policies, Regulations & Legislation

Transformed Client Centered Services

Digital Culture / Capacity

Improved Results (Measurement & Reporting)

Foundational Digital Enablers

Empowerment Through Open Government

Evolution of Digital Identity Priority Stream

- February 2017
 - Approval of Joint Councils Logic Model
 - Approval of Joint Councils Priority Streams
 - Appointment of Digital ID Priority Stream Co-Leads (AB & BC)
- Spring 2017
 - F-P/T Deputy Ministers' Table – Appointment of DM Champion Digital ID - Service Alberta
- October 2017
 - Digital ID Roadmap Presented and Endorsed
 - Joint Councils and FPT DMs

All Identity updates rationalized under this Priority Stream

- Canada's Digital Interchange (CDI)
- Identity Management Sub-Committee (IMSC)
- Etc.

Digital ID Roadmap



COMMUNICATION AND COLLABORATION



PILOTS AND PUBLIC LAUNCHES



PAN-CANADIAN TRUST FRAMEWORK








TECHNOLOGY



POLICY AND GOVERNANCE


COMMUNICATION AND COLLABORATION







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 **Digital ID**    [Member](#)

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<https://gccollab.ca>

COMMUNICATION AND COLLABORATION



Digital ID's files

Upload a file

New file folder

[Main folder](#) > [Communication and Collaboration](#) > Service Design and Technical Resources



[Service Design and Technical Resources](#)

By [Chantal Ritcey](#) 10 July 2018 @ 3:56pm

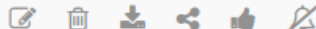


Resources regarding different credential options, architectures, technical resources, standards, etc.



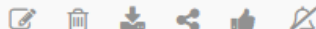
[01_MyAlberta Digital ID - Quick Start - Service Providers Integration in 12 Steps v1.5](#)

By [Chantal Ritcey](#) 20 August 2018 @ 3:55pm



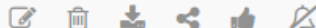
[02_MyAlberta Digital ID - Processes v1.7](#)

By [Chantal Ritcey](#) 21 August 2018 @ 8:22pm



[03_MyAlberta Digital ID - Technical Architecture v1.7](#)

By [Chantal Ritcey](#) 21 August 2018 @ 8:48pm



Main folder

- Meeting Powerpoint
- Meeting Minutes
- Digital Identity Literature
- Communication and Collaboration
- Policy and Governance

Did you know?

You can move complete folder structures!

COMMUNICATION AND COLLABORATION



- Key Concepts
- Pan-Canadian Governance Bodies
- Legislation and Authorities
- Privacy and Security
- Public Engagement
- Service Design & Technical Resources
- Service Agreements
- User Experience in Identity Service Delivery
- Service Opportunities
- Identity Management Across Canada

COMMUNICATION AND COLLABORATION



Our ask of Joint Councils

- Join our Group in GCcollab (<https://gccollab.ca>)
- Publish any resources you can share
- Start a discussion about the resources you need

PILOTS AND PUBLIC LAUNCHES



Testing out Trust Framework / Standards



Supporting client-centric service delivery



Testing inter-jurisdictional governance /
policy processes



Testing existing and emerging technologies

PILOTS AND PUBLIC LAUNCHES



BRITISH COLUMBIA

PILOTS AND PUBLIC LAUNCHES



Launched – BC Student Loans



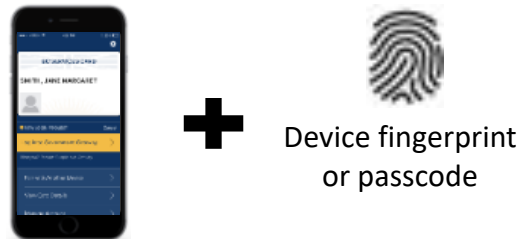
PILOTS AND PUBLIC LAUNCHES



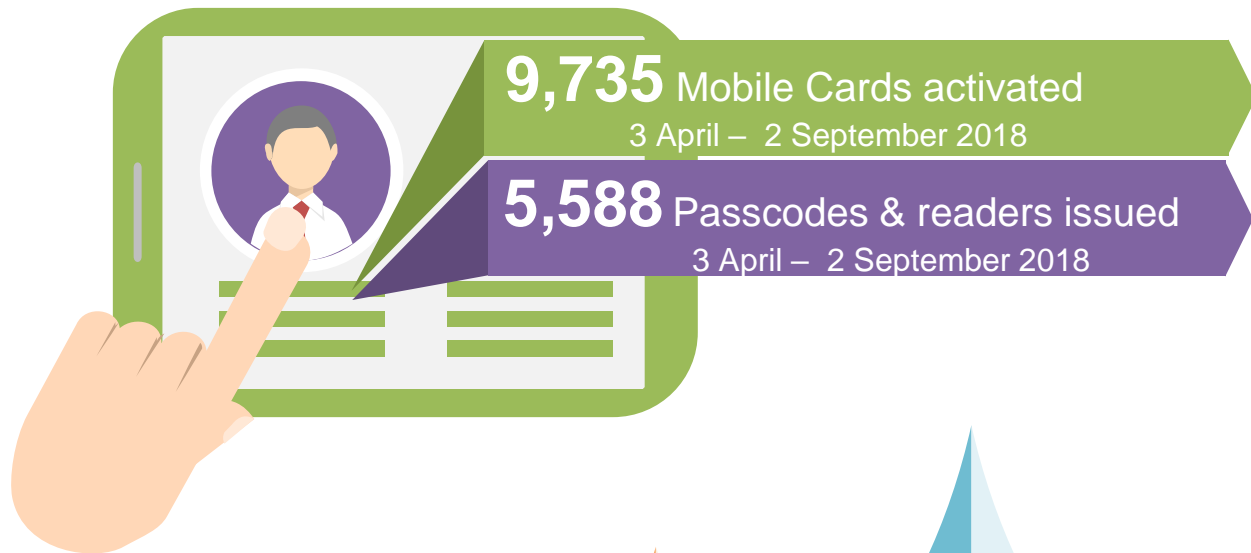
3 options for logging in online: Card Reader and Passcode



Mobile Card



PILOTS AND PUBLIC LAUNCHES



Steady uptake:
1,000 activations/passcodes issued each week

PILOTS AND PUBLIC LAUNCHES



Setting up a mobile card 1-2-3

1. Download BC Services Card from the app store or Google Play
2. Verify in person at a Service BC counter
3. Access service





DEMO

**Applying for a student loan using the
mobile card solution**

PILOTS AND PUBLIC LAUNCHES



Key Lessons: Partnership and Collaboration

- Single plan with critical client, IDIM, and service delivery dates
- Joint meetings
- AEST staff participated in a dry-run that tested the end-to-end processes



PILOTS AND PUBLIC LAUNCHES



Key Lessons: Citizen engagement

- Pre-launch engagement critical to testing and improving service design
- Joint communications for launch critical to success
- Joint daily check-ins after launch ensured citizen experience shared and actioned

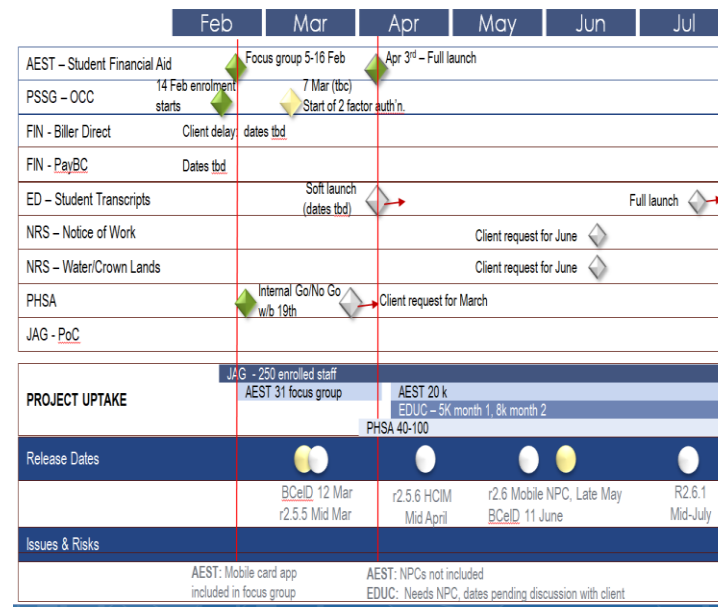


PILOTS AND PUBLIC LAUNCHES



Key Lessons: Integrated Program Decisions

- Integrated BCSC Plan is an essential tool
 - Launch decisions made within context of other priorities
- Ensured alignment between launch activities and other program priorities



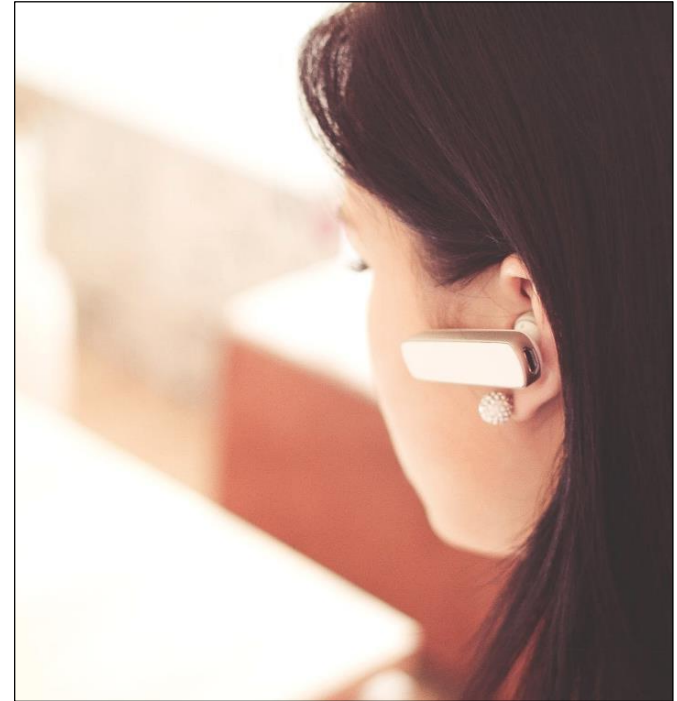
PILOTS AND PUBLIC LAUNCHES



Video Chat Proof of Concept

Enabling citizens to identify themselves over video channel

- Is convenient for citizens, as no counter visit is required
- Allows solution to scale for more online services



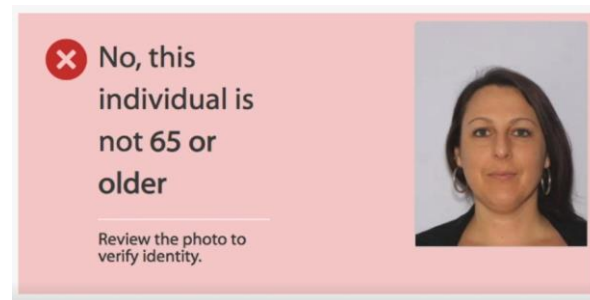
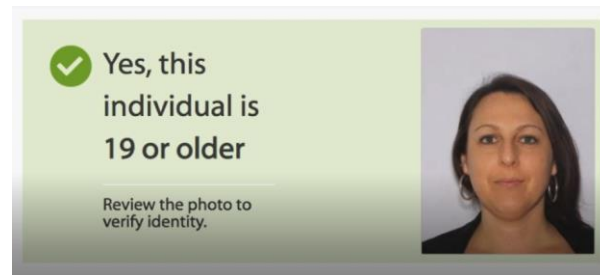
PILOTS AND PUBLIC LAUNCHES



Proof of Age

BC Services Card is tapped and the response indicates if the person meets the specified age parameters:

- Easy to confirm at point of service
- Privacy respecting - no other information (date of birth, height etc.) is shared
- Broad potential applications



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of Canada

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du Canada

Canada 

PILOTS AND PUBLIC LAUNCHES



NS and the Social Insurance Register

Gaps

Technology – Aging Legacy NS Vital Statistics Registry had significant technology constraints

Capacity and resourcing

Legislative barriers – Seeking authorities to share SIN information were not guaranteed

Strengths

Both ESDC and NS were ready and willing to advance the pilot

Project team worked collaboratively and communicated effectively and advanced designs

Key Lessons

Gain understanding of potential barriers early on (e.g. Policy, Technology) by leveraging multidisciplinary teams to assess needs

MOU / Letter of intent between parties should be agreed to prior to project commencement

Scope and vision of pilot need to be clearly articulated

PILOTS AND PUBLIC LAUNCHES



Alberta 



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PILOTS AND PUBLIC LAUNCHES



MyAlberta Digital ID Pilot Overview

TBS and ESDC are jointly leading a pilot in collaboration with the Province of Alberta which involves the federal acceptance of a provincial Trusted Digital Identity in accordance with the Pan-Canadian Trust Framework (PCTF).



Trusted Digital Identity

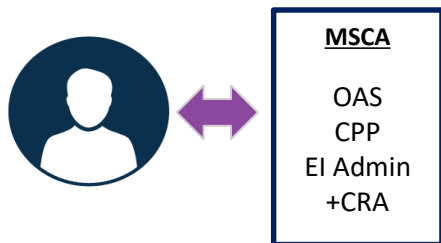


PILOTS AND PUBLIC LAUNCHES



Better User Experience for Canadians

Simplified



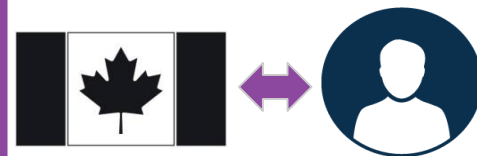
User signs in with
their provincial
Trusted Digital Identity

Streamlined



Verified identity information
from Alberta used to enrol
into federal programs with
immediate access

Seamless



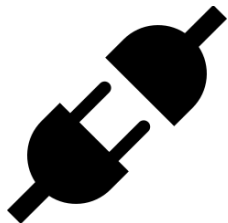
User only requires
one username and
password to access both
provincial and federal
online services

PILOTS AND PUBLIC LAUNCHES



Critical first step towards mapping out future of digital identity management in Canada

Integrated service delivery across jurisdictions that is both safe and secure



Pan-Canadian Trust Framework put into practice



A single identity issued by an authoritative source



PILOTS AND PUBLIC LAUNCHES



Pan-Canadian Trust Framework

Trusted Digital Identity



Is it the same person?

Verified Login



The set of trusted processes that ensures that a user is securely signed-in and acting on his or her own behalf

Is it a real existing person?

Verified Person



The set of trusted processes that uniquely identifies a real and existing person, ensure that identity information is accurate and up-to-date, and that claims and actions can be attributed to this person

Is it you providing your personal identity information?

Confirmation, Binding, Notice and Consent



The set of trusted processes that links a verified login to a verified person through confirmation, binding, notice and consent.

Pan-Canadian Trusted Infrastructure Component

Security, Privacy, User Experience, Communications

PILOTS AND PUBLIC LAUNCHES



Key Lessons Learned



PAN-CANADIAN TRUST FRAMEWORK



POLICY AND GOVERNANCE



PILOTS



COMMUNICATION AND COLLABORATION



TECHNOLOGY

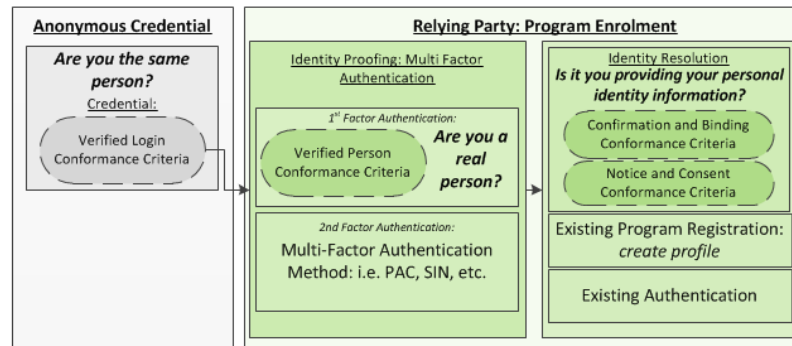
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Key Lessons: Pan-Canadian Trust Framework



BEFORE

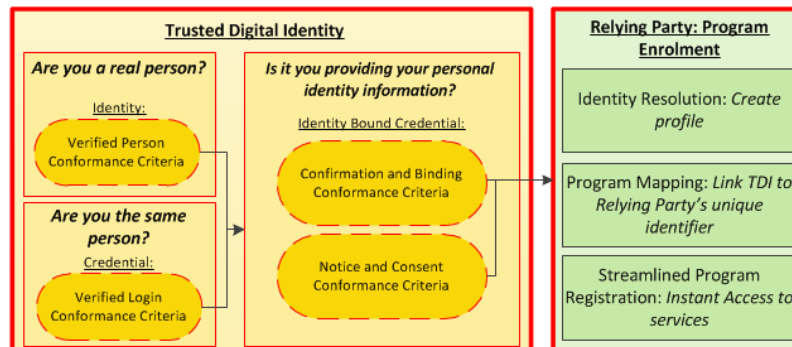


Verified Login
Conformance Criteria: *Is this the same person?*



Verified Person
Conformance Criteria: *Is it a real existing person?*

MADI PILOT



Confirmation and Binding &
Notice and Consent
Conformance Criteria: *Is it you providing your personal identity information?*

PILOTS AND PUBLIC LAUNCHES



Key Lessons: Pan-Canadian Trust Framework

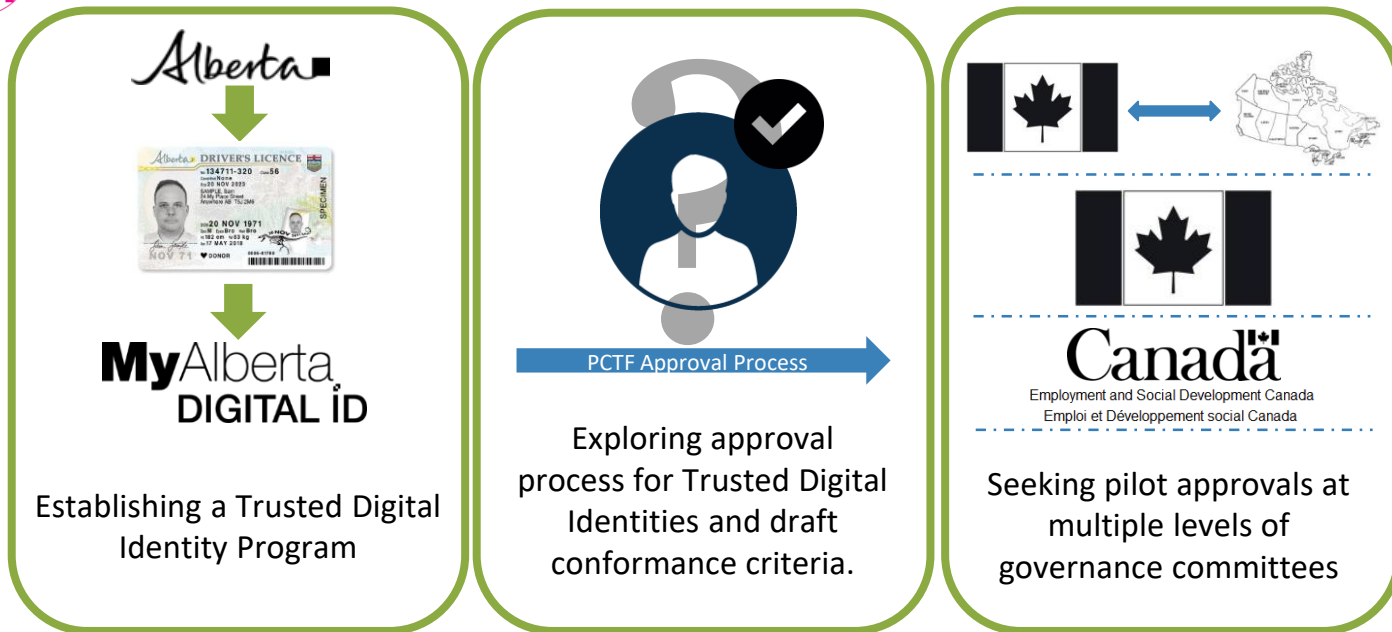


- Requires collaborative team effort with experts on the ground
- Is an iterative and continuously improving process
- PCTF and assessment approach both continue to evolve
- Currently developing a PCTF Assessment Toolkit

PILOTS AND PUBLIC LAUNCHES



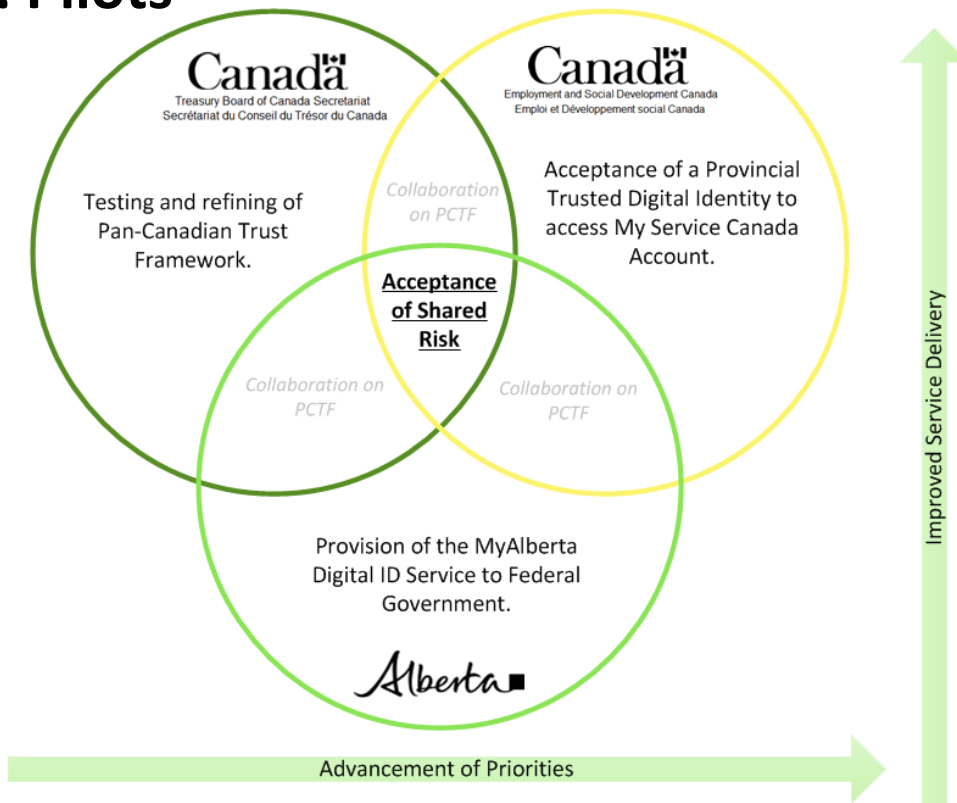
Key Lessons: Policy and Governance



PILOTS AND PUBLIC LAUNCHES



Key Lessons: Pilots



PILOTS AND PUBLIC LAUNCHES



Key Lessons: Communications



Inter-Jurisdictional
Collaboration and
communication to
align messaging



Reusable components will
support a repository of
information for the Joint
Councils Communications
Working Group

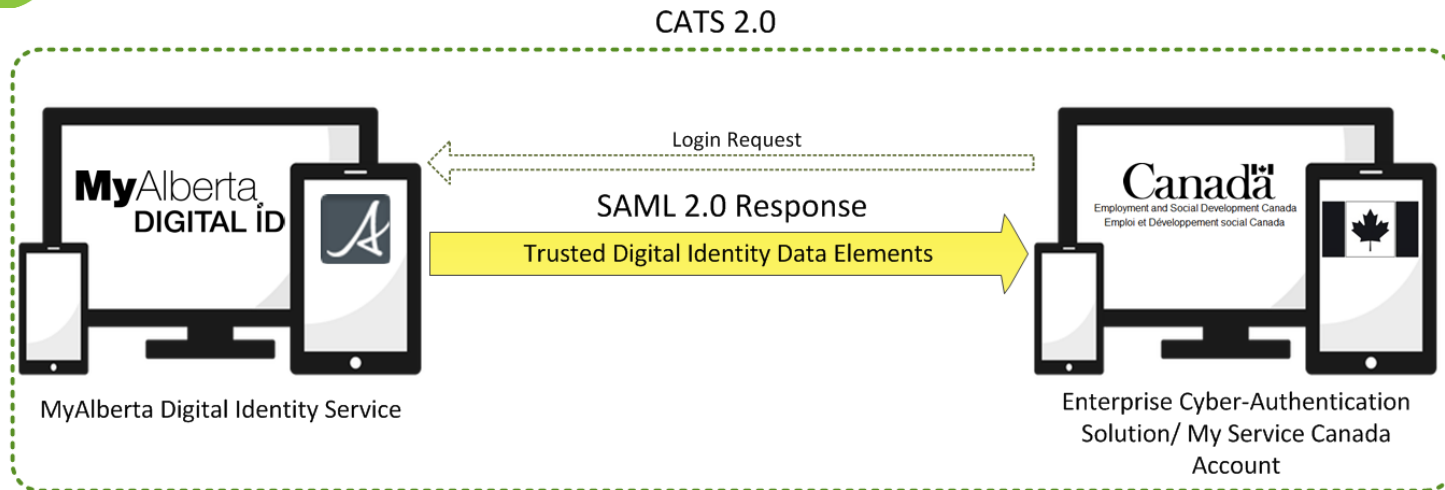


Advancements in digital
identity in Canada
communicated on a global
scale (Digital Seven)

PILOTS AND PUBLIC LAUNCHES



Key Lessons: Technology




SAML: Security Assertion Mark Up Language

CATS: Cyber Authentication Technology Solutions

PILOTS AND PUBLIC LAUNCHES



Demonstration

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Access My Service Canada Account

Choose from one of three options to access MSCA:

Option 1

Continue to MyAlberta Digital ID

- Use the same sign-in information you use for other online services with the province of Alberta.
- The following personal information will be shared with ESDC/Service Canada: Last Name, First Name, Date of Birth, Province of Residence. Sharing this information will streamline your registration and authentication process.
- You will temporarily leave the ESDC/Service Canada site to use your MyAlberta Digital ID.

OR

Option 2

Continue to Sign-in Partner

- Use the same sign-in information you use for other online services (e.g. online banking).
- None of your information (e.g. financial, banking) will be shared with ESDC/Service Canada. Your Sign-In Partner will not know which government service you are using.
- You will temporarily leave the ESDC/Service Canada site to use your Sign-In Partner.



▶ View the full list of Sign-in Partners

OR

Option 3

Continue to GCKey

- Sign-in with a GCKey user ID and password if you do not use one of the Sign-In Partners.
- Register for a GCKey user ID and password if you do not have one.
- Your GCKey user ID can be used to access other Government of Canada departments and agencies. GCKey user IDs created on other federal government sites can be used on ESDC/Service Canada.
- If you have forgotten an existing GCKey user ID you will need to create a new one.



PAN-CANADIAN TRUST FRAMEWORK



Trust framework: a set of agreed on definitions, principles, conformance criteria, assessment approach, standards, and specifications.

TB Directive on Identity Management

PAN-CANADIAN TRUST FRAMEWORK



Trusted Digital Identity



Initial PCTF focus has been on use cases for individuals...

... now broadening PCTF focus to use cases for organizations.

MADI PILOT

Is it the same person?

Verified Login



The set of trusted processes that ensures that a user is securely signed-in and acting on his or her own behalf

Is it a real existing person?

Verified Person



The set of trusted processes that uniquely identifies a real and existing person, ensure that identity information is accurate and up-to-date, and that claims and actions can be attributed to this person

Is it you providing your personal identity information?

Confirmation, Binding, Notice and Consent



The set of trusted processes that links a verified login to a verified person through confirmation, binding, notice and consent.

Focus of VO WG & VON

Is it a real organization?

Verified Organization



The set of processes that are used to verify that an organization is real, identifiable, and can truthfully claim that organization's identity.

Pan-Canadian Trusted Infrastructure Component

Security, Privacy, User Experience, Communications

PAN-CANADIAN TRUST FRAMEWORK



IMSC – DIACC Update



Re-start regular IMSC calls, in-person meeting planned for late fall in Ottawa, revisiting collaborative relationship with DIACC

PCTF Component Update



Continuing work on principle components



Components evolving

Incorporating lessons learned from pilot and assessment

Next Steps:



Determine PCTF Governance



Continue collaborative relationship with DIACC



Evolve and iterate PCTF components



Plan to release **PCTF Beta Version** (Q1 2019)



Verified Person Status

Verified Person



The set of trusted processes that uniquely identifies a real and existing person, ensure that identity information is accurate and up-to-date, and that claims and actions can be attributed to this person

In Progress:

- Incorporating lessons learned and feedback from pilots and Alpha Testing (AB and BC); Reviewing proposed changes from DIACC

Next Steps:

- Develop toolkit for PCTF assessment and acceptance for use by digital identity programs
- Finalize verified person consultation draft
- Consultation within Canada and Internationally (Digital 7)
- Finalize verified person component for PCTF Beta Version



Verified Organization Status

Verified Organization



The set of trusted processes that are used to verify that an organization is real, identifiable, and can truthfully claim that organization's identity

Milestones:

- 7 presentations and 10 use cases, outlining how organizations are currently verified
- Alpha tested trusted processes and conformance criteria across 9 jurisdictions and 11 programs / services
- Alpha testing results communicated to members and incorporated into the latest version

In Progress:

- IMSC sub-working group conducting final review (target date for endorsement September 2018)

Next Steps:

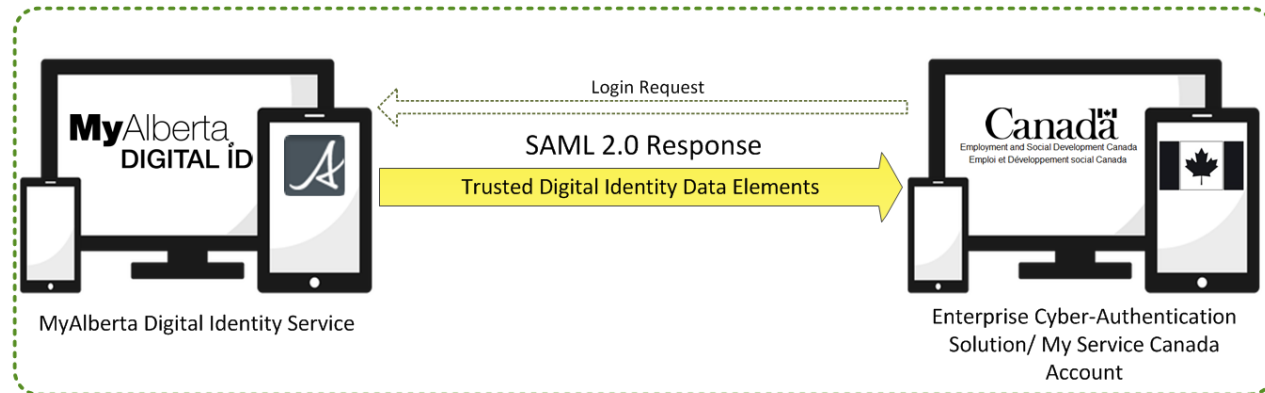
- IMSC to review and provide comments for ratification
- Explore real-world application of trusted process through a proof of concept

TECHNOLOGY



device
fingerprint
or passcode

CATS 2.0

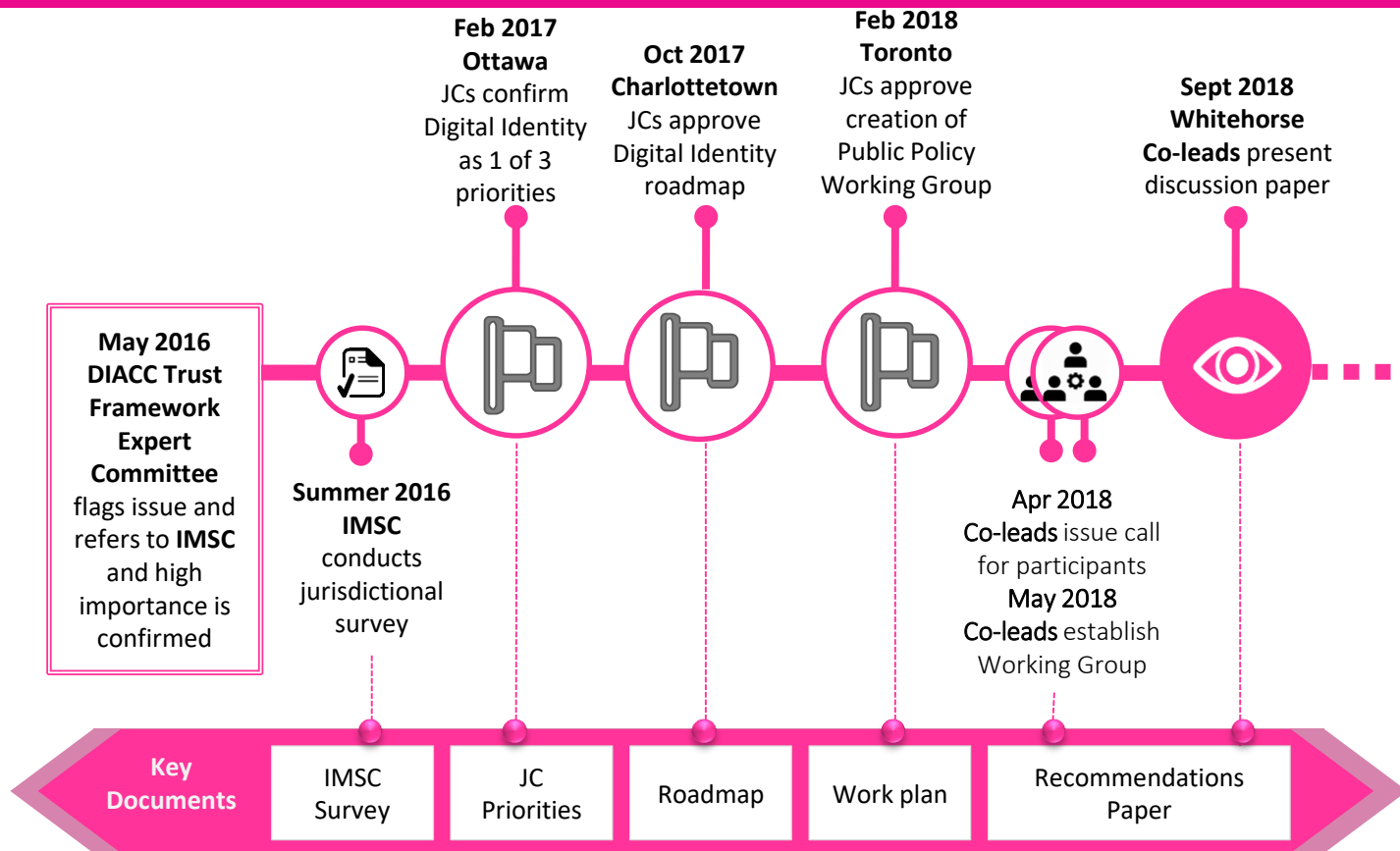




Objectives of the Public Policy Working Group

- Define the roles and responsibilities of public and private sectors in Digital Identity
- Provide policy recommendations related to the Pan-Canadian Trust Framework

POLICY AND GOVERNANCE





Policy: Working Group Participation

- Seventeen participants including municipal, provincial, and federal representation:



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Policy: Digital Identity Components

Creating an Identity

ID Assurance

Credential Assurance

ID Enrolment

Using an Identity

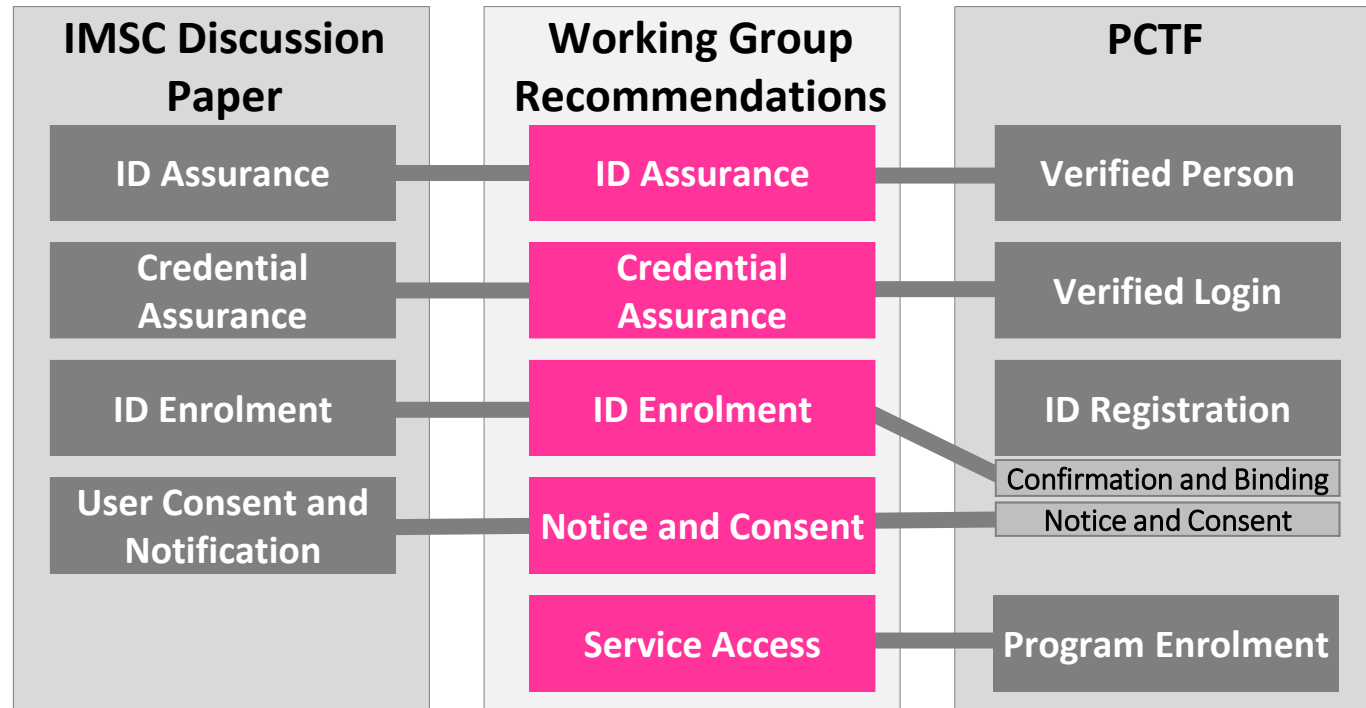
Service Access

Notice and Consent

POLICY AND GOVERNANCE



Policy: Mapping





Policy: Guiding Principles

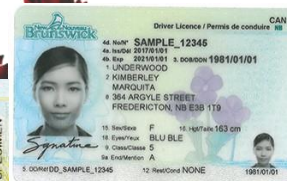
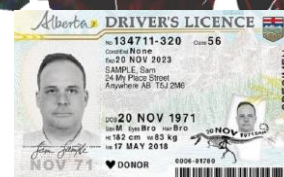
- International human rights cannot be compromised
- Privacy and security must be safeguarded
- Convenience and choice for citizens must be delivered

POLICY AND GOVERNANCE



Policy: Findings

- Rapidly evolving digital society
- Physical identity cards well understood
- Understanding lacking for digital identities



POLICY AND GOVERNANCE



Policy: Themes of accountability

- Public sector:
 - privacy and security rules and regulations
 - foundational evidence of identity
- Public and private sectors:
 - establishment and use of digital identities





Governance: Recommendations

- Public sector must establish governance (policy and process) for digital identity. This governance will:
 - Define how private sector can be leveraged
 - Outline regulatory requirements for compliance (for both public and private)



Our ask of Joint Councils

- Review the Public Policy Recommendations **by October 26th** in preparation for:
 - JC presentation and endorsement of Principles
 - Endorsement of Paper
- Governance
 - Rationalize Working Groups
 - Sunset CDI
 - Sunset Public Policy Working Group



Policy: Next Steps

- Feedback by Oct. 26th
- Updates to:
 - PSSDC – November 2, 2018
 - PSCIOC – November 5, 2018
 - FPT DMs – December 5, 2018



Joint Declaration on Digital Identity

- A Trusted Digital Identity Federated Ecosystem
 - Requires commitment
- How do we advance this file?

Federal, Provincial and Territorial

Declaration

on Public Sector Innovation

Déclaration

fédérale, provinciale et territoriale

sur l'innovation dans le secteur public



To achieve meaningful and lasting results for the people we serve, governments need to work in new and inventive ways with a greater focus on what works and what doesn't. Innovation can do more than just drive strong economic growth. It has the potential to solve the big challenges that we face as Canadians.

Afin d'obtenir des résultats concrets et durables pour les populations qu'ils servent, les gouvernements doivent trouver des façons nouvelles et créatrices de travailler, en portant une attention à ce qui fonctionne et à ce qui ne fonctionne pas. L'innovation n'est pas un simple moteur de croissance économique, elle a le potentiel de résoudre les grands défis auxquels nous sommes confrontés en tant que Canadiens.





Declaration

- We strive to build a society that reflects the digital identity roadmap's five streams:



- Our emphatic support of digital identity forms the foundation of the service outcomes that Canadians expect and need



Our ask of Joint Councils

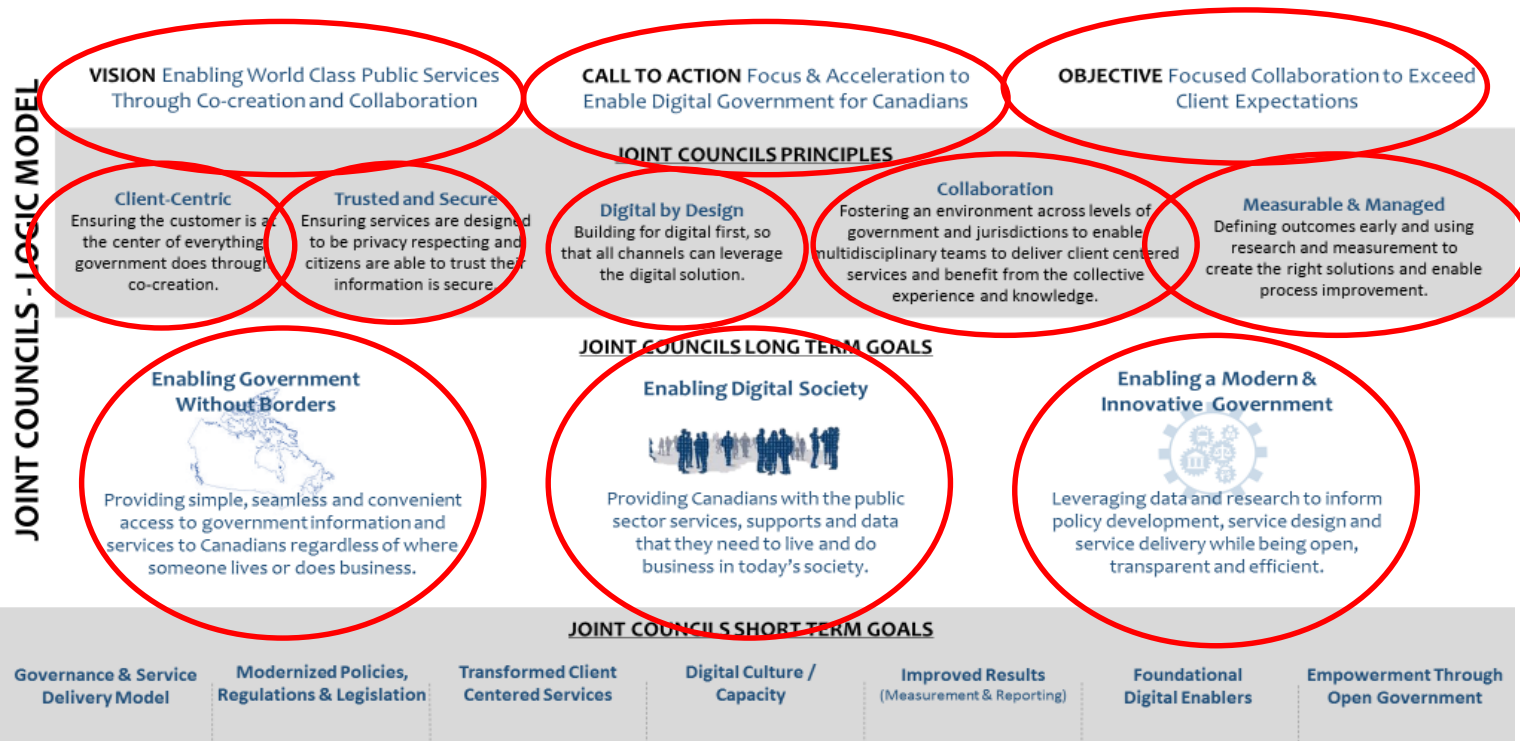
- Do we agree that we need to signal our commitment?
 - If so, what type of signal is best?
 - Workshops to go through

Why Does Digital Identity Matter?

Identity Management is critical to success –
It is the foundation of moving more services online.
We need to be able to verify someone's identity in
a completely digital environment.

anywhere
easy better
faster
anytime
online

Joint Councils – Logic Model



Updated Roadmap



- Decision on Approach
- Establishment of WG
- Existing Terms of Use, Service Agreements



- Public Policy Recommendations
- Service Agreement Templates



- Ratification Process
- Privacy Legislation Reviews
- Gender X Legislation Reviews



- Decision on Approach
- GCcollab Site Established



- Populate site with re-usable artifacts:
 - Key concepts, Glossary...
 - Legislation
 - Technical Resources
 - Service Agreements
 - Etc.



- Decision on Approach



- Verified Person
- Verified Login
- Notice/Consent, Confirmation/Binding
- Verified Organization
- BC—Alpha Testing



- Verified Relationship
- All Remaining Trust Framework Components



- Decision on Approach
- BC - Student Loans



- Pilots testing PCTF and Governance:
 - AB-ESDC-TBS MyService Canada Account
 - BC—Registries Pilot



- Additional Cross-Jurisdictional Pilots
- BC—ESDC Student Loan Pilot



- Decision on Approach



SAML



Mobility



Mobile Apps

APIs



Mobile Card

Cloud

Facial Rec.



Video Chat



Blockchain

Digital Wallet

Bio-metri

AI



Thank you!

Sophia Howse, BC
Jackie Stankey, AB