



Treasury Board of Canada
Secrétariat

Secrétariat du Conseil du Trésor
du Canada

Canada

OneGov

Vision for Digital Service Delivery and its Enabling Infrastructure

Joint Councils
September 26, 2018

Objective of the Presentation

The purpose of this presentation is to:

- Introduce **OneGov**, the Government of Canada's vision for digital service delivery and its enabling infrastructure;
- Describe the **approach to achieving** the vision.

An Imperative to Evolve Government

Canada's first Minister of Digital Government

Canada's Membership to the Digital 7

Canadian Digital Service

Open Government Partnership

Enterprise Architecture Review Board

Canada / Estonia MOU on Digital Cooperation

GC Experimentation Mandate

Lessons from Phoenix



Risk, rewards, results.

“That's the road to innovation. We are making this a reality, and with the help of dedicated public service employees, we are confident this is just the start.”

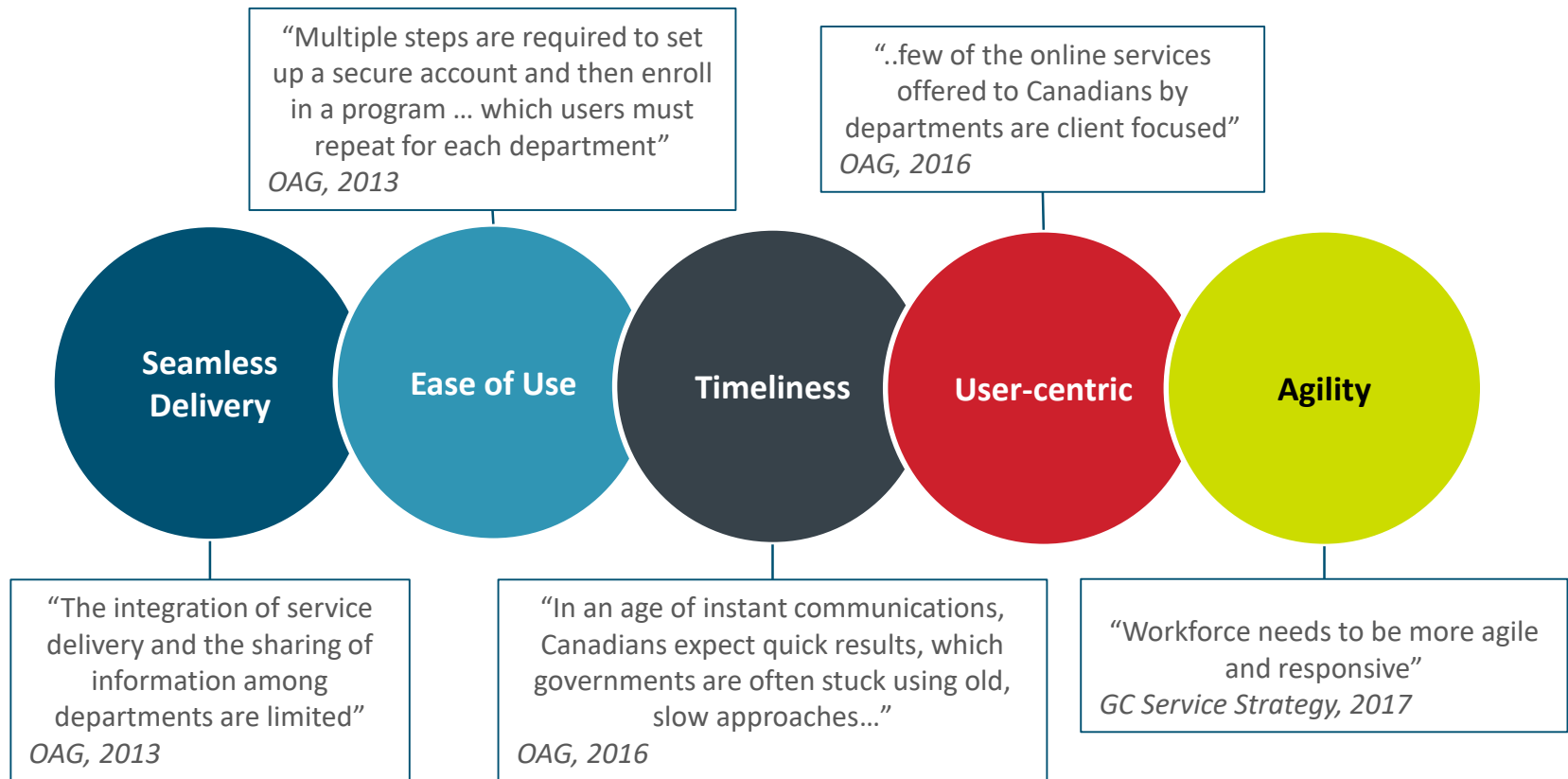
- The Honourable Scott Brison
President of the Treasury Board

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Improving GC Service Delivery

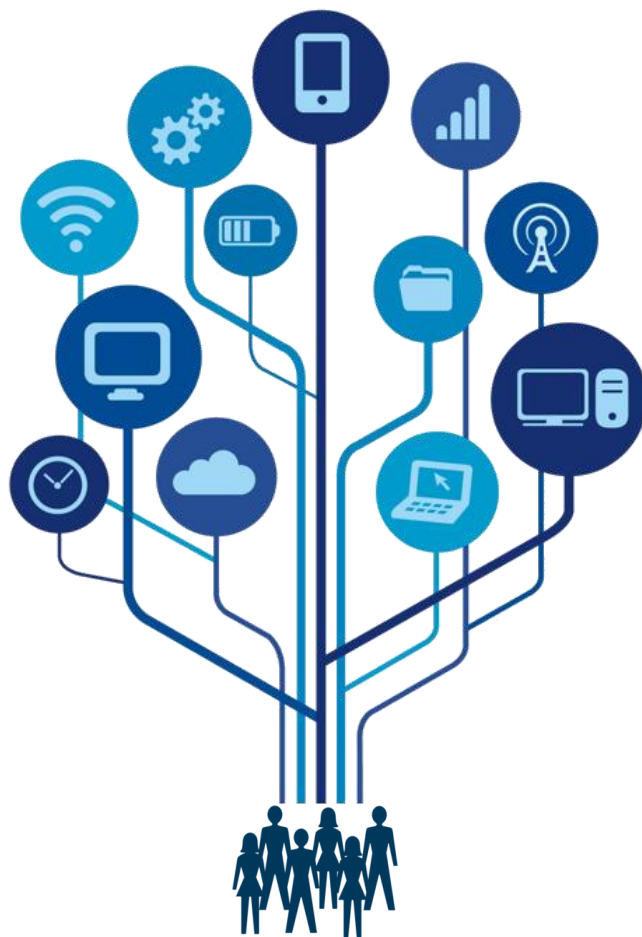


"In a few years, when this government is at the end of its current mandate and I am nearing the end of mine, I wonder if I will find myself repeating these words, or if I will be able to talk about real improvements in government services built around people."

Message from Michael Ferguson, Auditor General of Canada
November 2016

What if...

...governments put in place the required governance and technical mechanisms to allow for a “no wrong door” approach to services, while adhering to the highest standards for privacy protection?



User Story 1: Prescription Recalls

any service. any platform. any device. any partner.



A grandmother is in her living room.

She greets her Amazon Alexa, or her Google Home...

It replies to her and says:

‘Good morning Jean. I’ve had an update from the government that there’s been a recall on your medication’.

‘Would you like me to let your pharmacy know and ask for your new prescription to be delivered as soon as possible?’

Rather than expecting Jean to know that she needs to go to a Federal/Provincial website, or expecting her to join up pieces of information, we can make that service available where she is.

User Story 2: Starting a Small Business



any service. any platform.
any device. any partner.

Jane wants to pursue her lifelong passion and create a small design firm.

Jane uses her tablet to register her new business and apply for a small business loan at the same time through her bank.

Jane answers a simple questionnaire on her tablet which the bank uses to register her business with the various levels of government, including obtaining her business number and GST/HST number. The bank also uses it to create a business account for her, tying together all of her business information with relevant rules and regulations.

Jane is also offered funding options which she uses to reduce the size of the small business loan for which she is applying.

Rather than expecting Jane to know all the places she needs to go and the steps she needs to take to register her business, we can simplify and personalize the process and make the service available where she is.



Vision

OneGov Vision

The OneGov vision aims to seamlessly integrate public service offerings into Canadians' digital lives, **characterized in part through service integration with existing platforms, devices and partners**



Any
service

Passport renewal, filing taxes, collecting social benefits



Any
platform

Facebook, LinkedIn, Expedia, etc.



Any
device

Smart phones, TVs, cars, personal AI assistants (Alexa, Google Assistant, Cortana etc.)

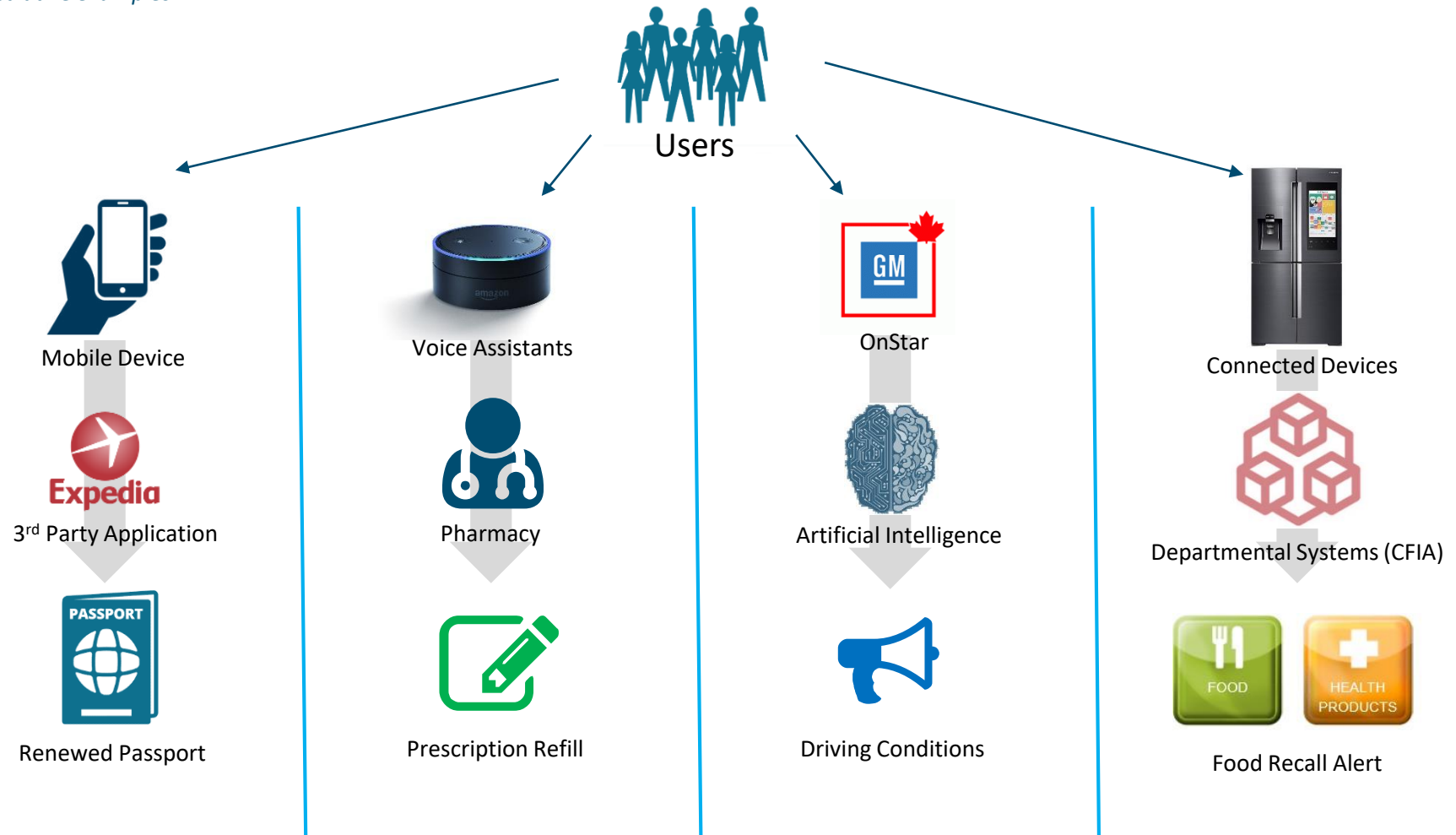


Any
partner

Open source communities, Provinces, private sector, academia, non profits

User Journeys: Seamless Service Enabled by Technology

**illustrative examples*



Enabled By: **Data Interoperability, Digital Identification & Delivery Partners**

What this Means for Canadians

To the average citizen, OneGov will mean that public services are **seamlessly integrated into their existing digital lives**, resulting in a service experience that is simple, seamless and personalized



I will be able to...

Have **one account** where I can control my personal information – “tell us once” (e.g. one login to all services)

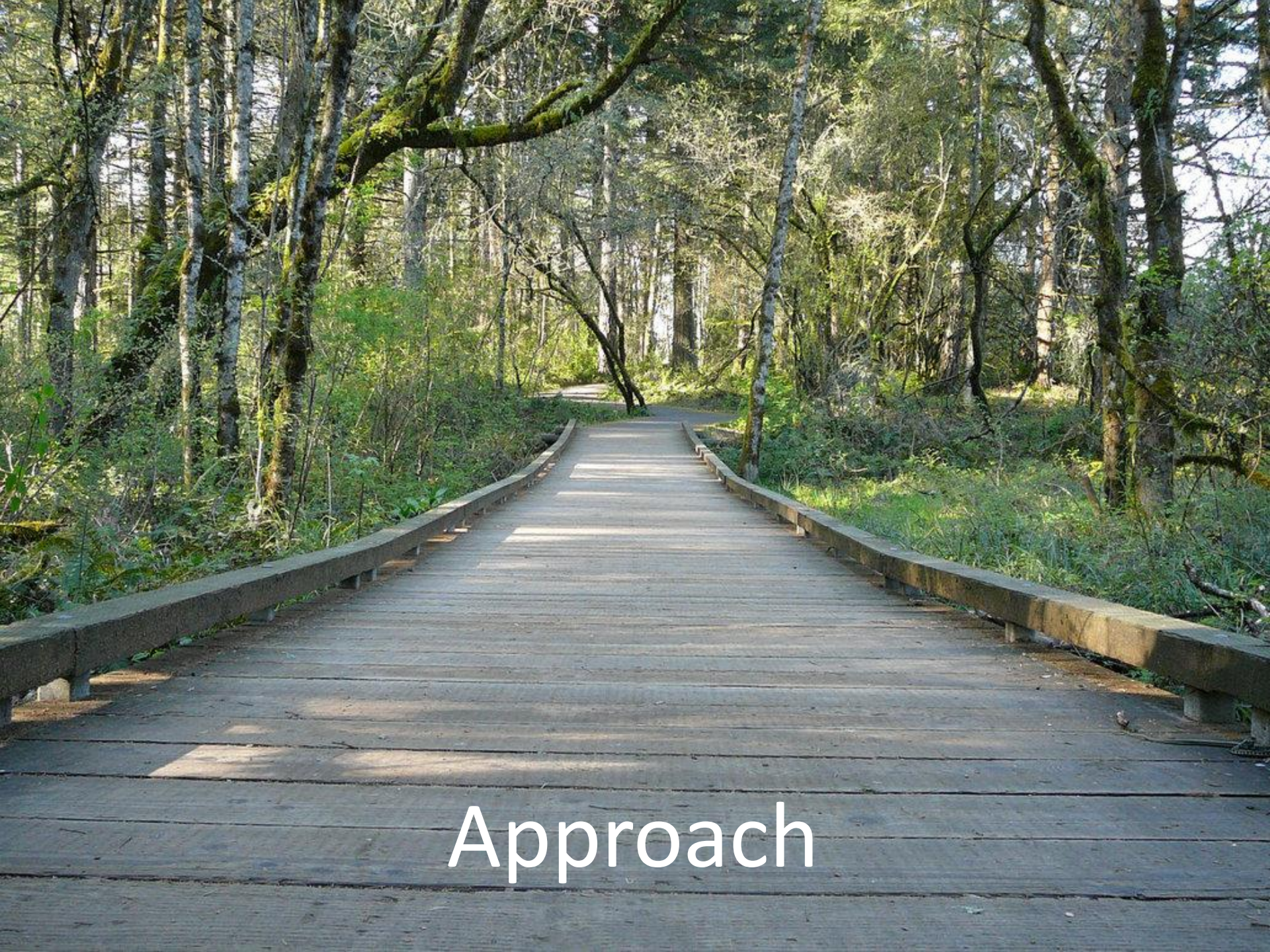
Prove who I am (authentication) using trusted digital identities (e.g. provincial, telcos, utilities, banks, etc.)

Have confidence that I am dealing with the provincial or federal government, even if its through third parties (e.g. using Monster.ca for EI reporting purposes)

Have public services provided seamlessly **on platforms I already use** (e.g. border wait times available on Google Maps)

Be **proactively notified** not only that my application for a service has been received, processed or approved, but also of my eligibility for services (e.g. notification that a new grant has been released and that I am eligible to apply)





Approach

1. Finalize the Digital Framework

What is it?

To set out the goals, priorities and procedures for operationalizing a digital government

How will it be achieved?

Through the establishment of policy instruments, standards, directives and operational guidance, in particular:

- Digital Standards*
- Architectural Standards*
- Digital Tools*
- Legislative Barriers Review
- Digital Policy
- Data Strategy & Governance

Data Stewards Security and
Privacy
Accessibility
Open Standards Empowerment
User Centric
Collaborate Iterate
Frequently Work in the Open
Ethical Services

**See Annex D for more information*

2. Build the Technical Ecosystem

What is it?

A series of enterprise applications and infrastructure solutions that communicate with each other as a network

How will it be achieved?

At the federal level, through an approach known as cluster management (see Annex B). Each led by a federal department, cluster groups are expected to work together to create a secure technology value chain for the Government of Canada through capacity coordination, strategic alliances and collaborative development



3. Culture and Change Management

What is it?

Leadership on culture and change management to enable an engaged and digital workplace

How will it be achieved?

Doing things differently, in part through adopting agile project management approaches to solving problems

A focus on user needs, not government structures, as a driver of policy, program and service design

Constant iteration through rigorous experimentation – piloting, prototyping and scaling workable solutions



Principles for Moving Forward



Collaborate with partners, actively engage in communities of practice and harvest the wisdom of the crowd to advance solutions



Make appropriate data open by default, adopt open source tools and solutions



Build solutions in an agile, iterative, and collaborative way through pilots, prototypes, experiments and the use of multi-disciplinary teams



Maximize the availability of common service solutions to help realize a consistent and seamless user experience

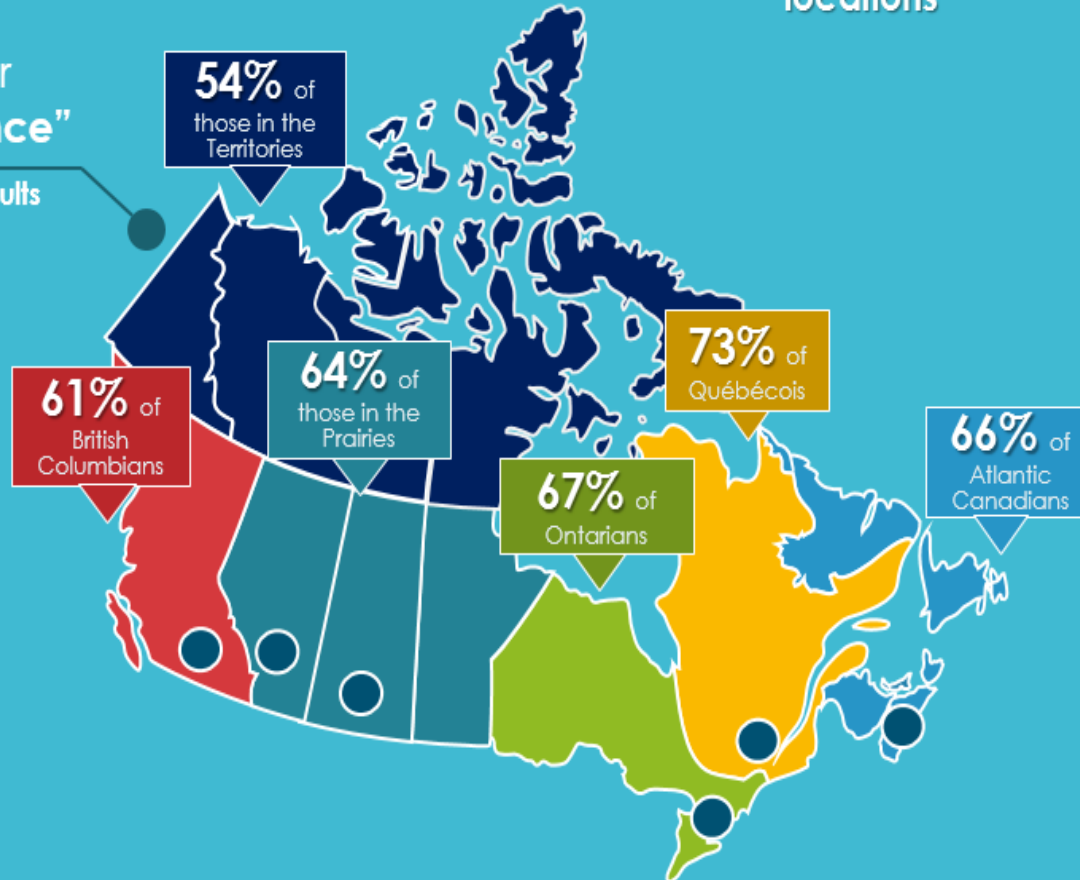
Annex

Annex A: What We've Heard From Canadians: Service Expectations

 Telephone survey of 2,500 Canadians
  Online survey of 1,033 Canadians
  12 in-person focus groups in six locations

Support for "Tell Us Once"

Telephone results by region



Preferred GC Service Channels



46% | 32%
prefer the phone



33% | 48%
prefer online



18% | 15%
prefer in-person

Phone (n=2,228) Online (n=1,033)

Key Findings

2/3

Support the option to provide their personal information only once to access services from all GC departments

Advantages of information sharing



Convenience
was most often cited as a possible advantage



Data security
topped the possible disadvantages.

Perception of current information sharing

Phone



Online



believe that their personal information is currently being shared by GC as part of service delivery.

Phone



Online



believe GC is sharing their information with provincial or territorial government

Trust in protection of information



Almost **80%** of Canadians said they have at least some level of trust in GC regarding information protection

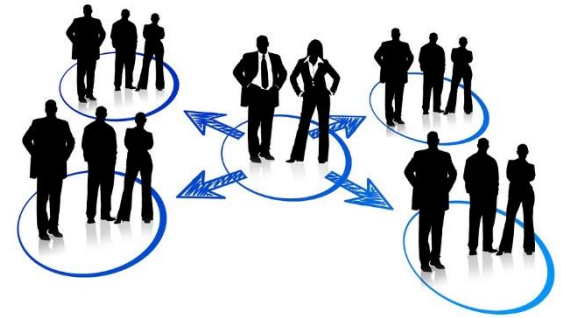
Annex B: Cluster Management

What is a cluster?

- A group of organizations formed around a specialization, driven by common business requirements, challenges or objectives, that exist to identify solutions to problems through networks

Why join a cluster?

- An opportunity to leverage the resources and expertise of others (capacity coordination, research alliances, technical expertise, HR flexibility) while advancing enterprise objectives and organizational interests



OneGov Technology Clusters



Content Management Systems



Digital Identification



Third Party Integration



Case Management



Interoperability



API Store



Channel Integration



Mobile



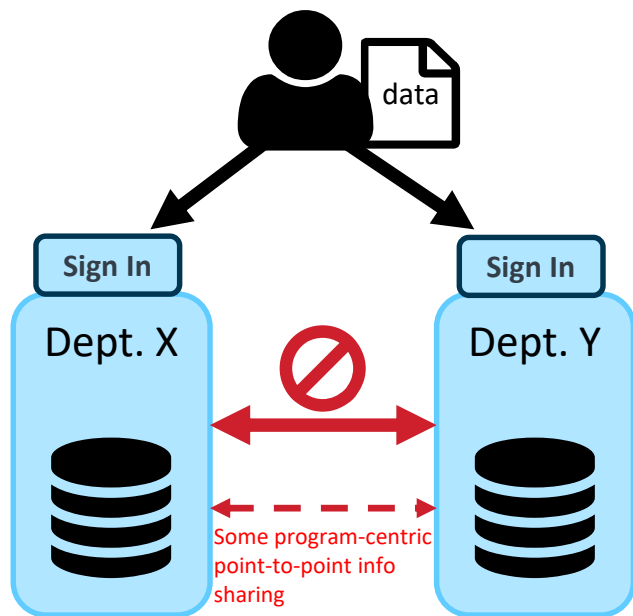
Portal Integration



Account Management

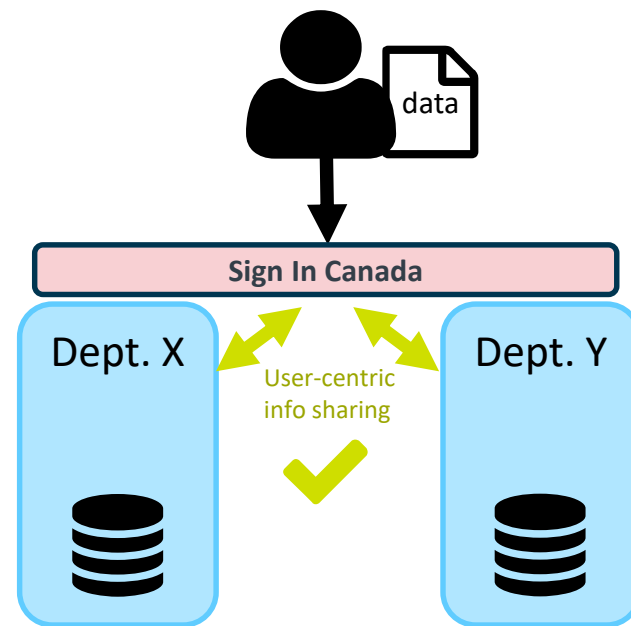
Annex C: Privacy Information Flow and Management

Current



- Personal information collected **multiple times**
- Personal information **uplicated across departments**
- There is **only limited sharing** of personal information between Departments and there are limitations to when data can be shared

OneGov



- Personal information collected **once**
- Personal information **stored in one place and queried (not duplicated, retained or stored)**
- Departments **do** share personal information (and must in defined circumstances)
- Reduced risk with **smaller, fewer and more secure personal information repositories**
- Greater transparency by letting citizens **see who has viewed their personal information**

Annex D: Digital Standards Suite

STRATEGIC: Digital Standards – The Big Picture

Purpose: High-level aspirations to guide GC in digital transformation and augmented service delivery. The outputs will be tied to the digital policy. It's the WHY.

Audience: GC service providers, program areas

TACTICAL: Architectural Standards – the What

Purpose: To provide a practical checklist for departments building out service solutions. This is the WHAT.

Audience: CIOs, builders, and architects

OPERATIONAL: Digital Tools – Here's How

Purpose: Guidance and practical tools demonstrating how to implement the standards. This portion is the HOW.

Audience: GC practitioners, developers, front-line staff