

# BC Services Card Project

Joint Council Meeting  
September 2016

Presented By:

Sophia Howse  
Executive Director  
Provincial Identity Information Management Program  
Office of the CIO, Province of BC

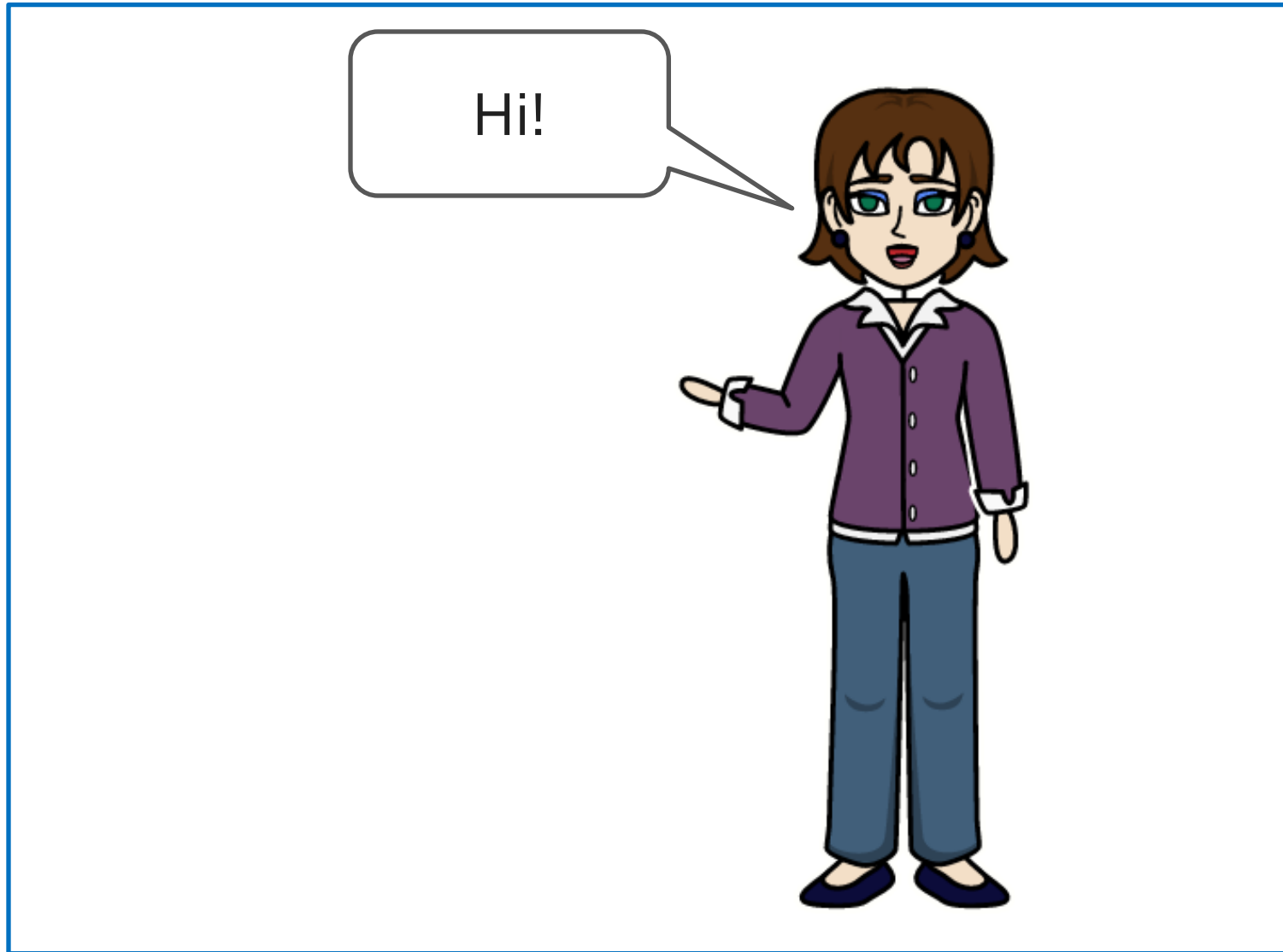
# Topics

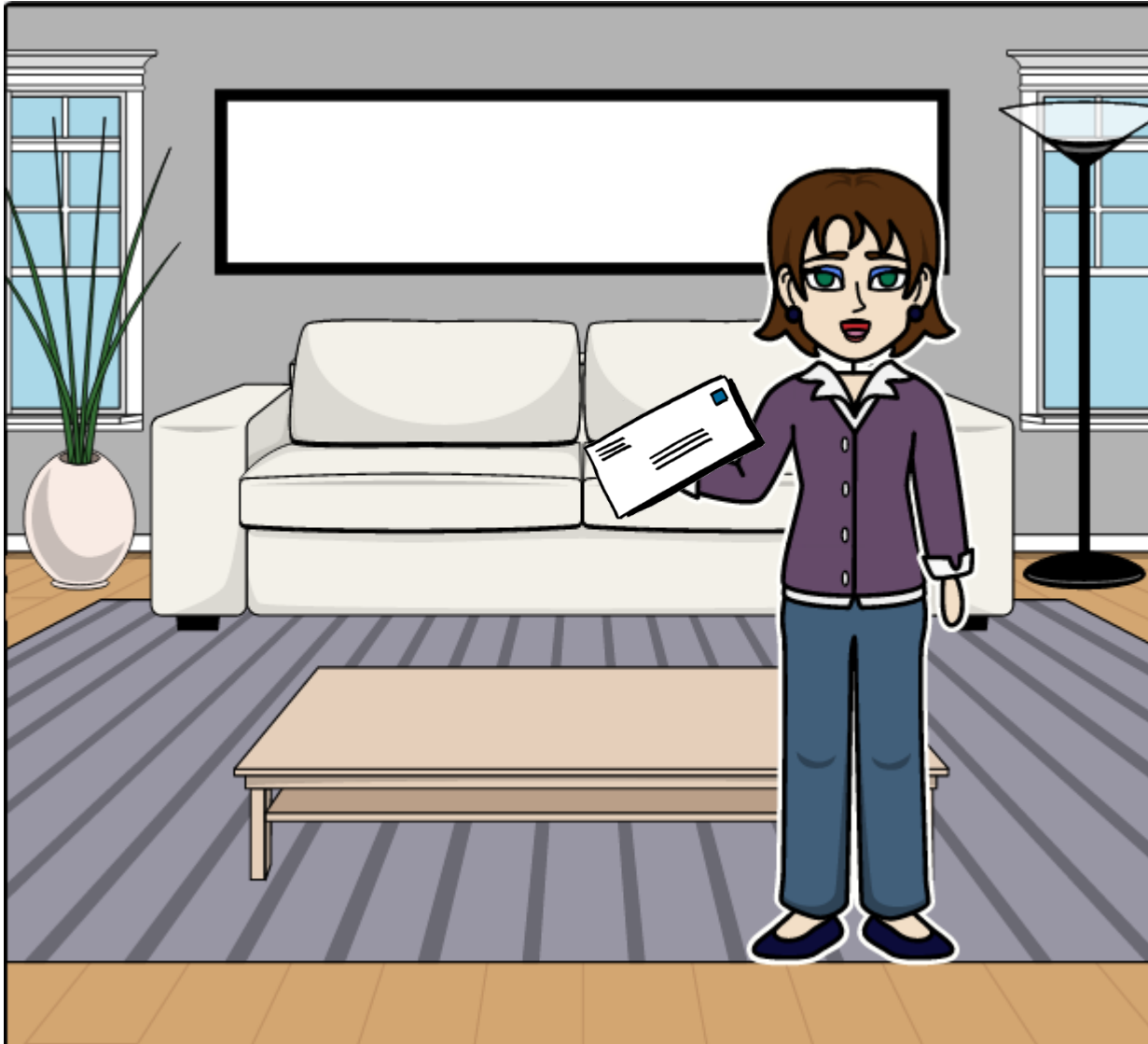
- Introduction
- Demo
- BC's Journey
  - Legislation and Regulation
  - Governance and Oversight
  - Technology and Infrastructure
  - Public consultation & engagement
- Next Steps for BC

# BC's story starts with ... improving citizen access



How do I *easily* prove who I am in a consistent way, across multiple contexts?

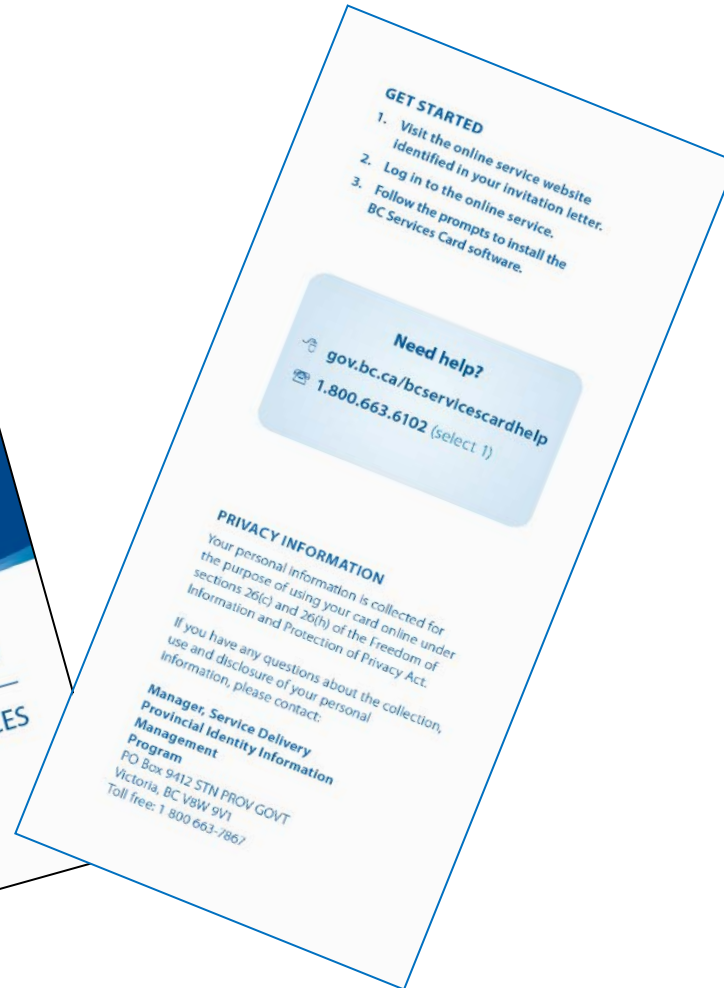


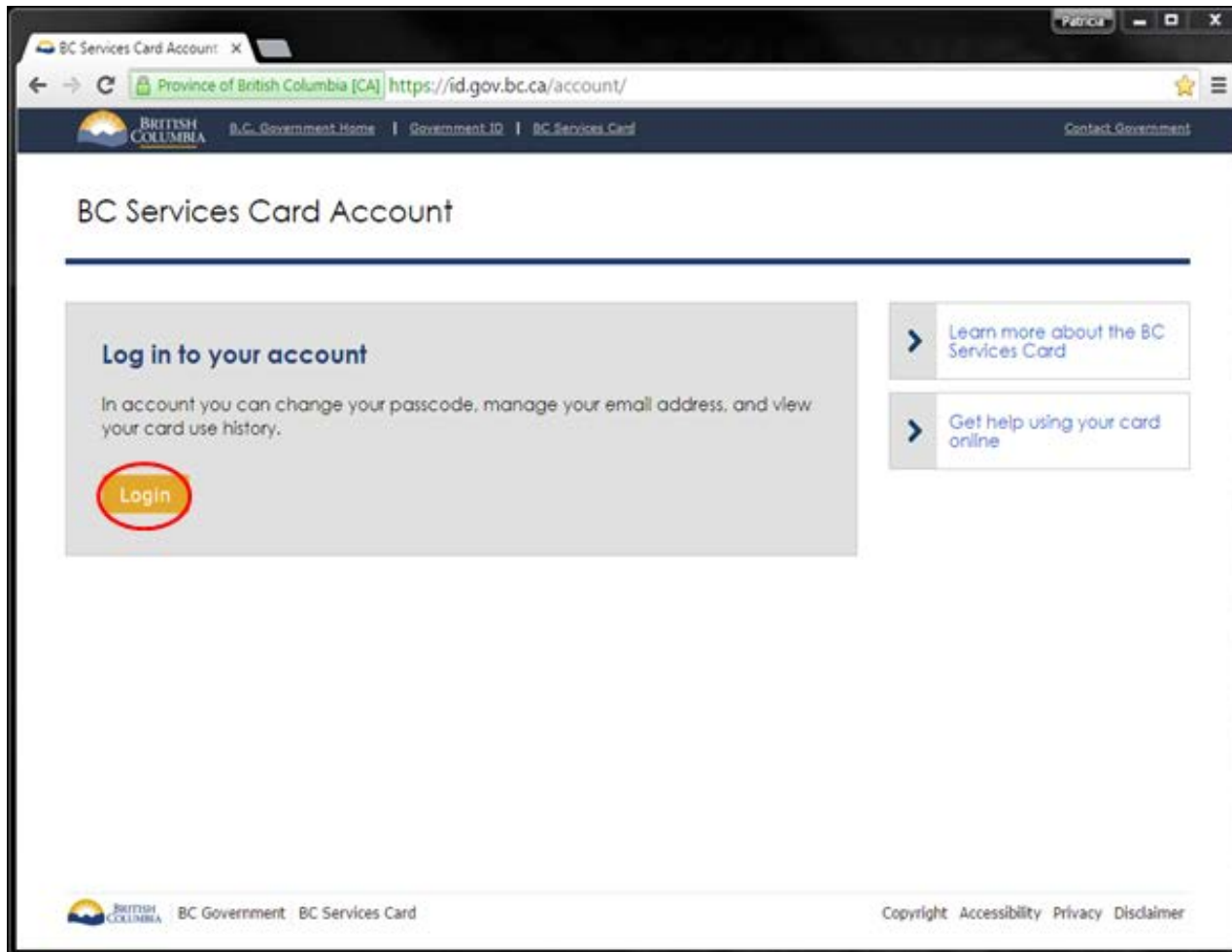







ServiceBC










[Cancel Login](#)




 Log in with your BC Services Card

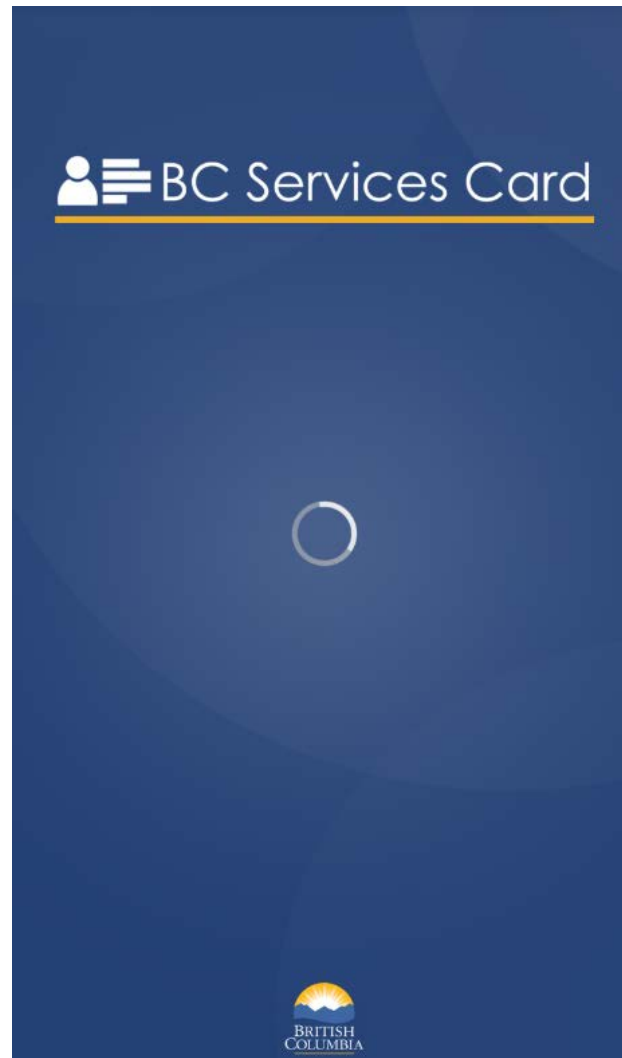
Select a card reader:

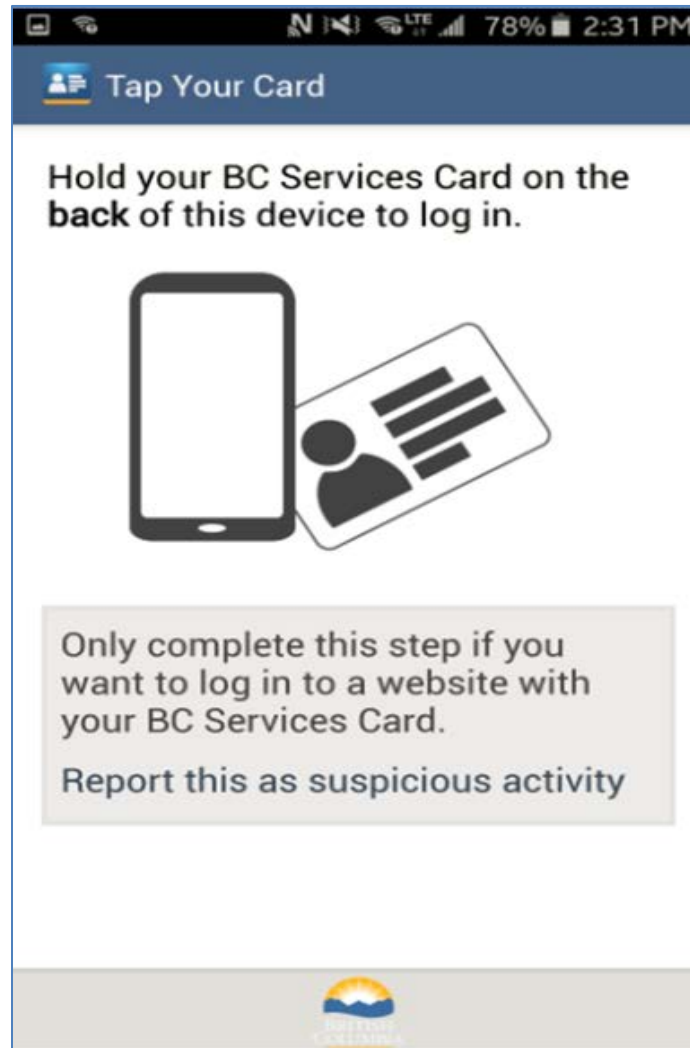
Use this device

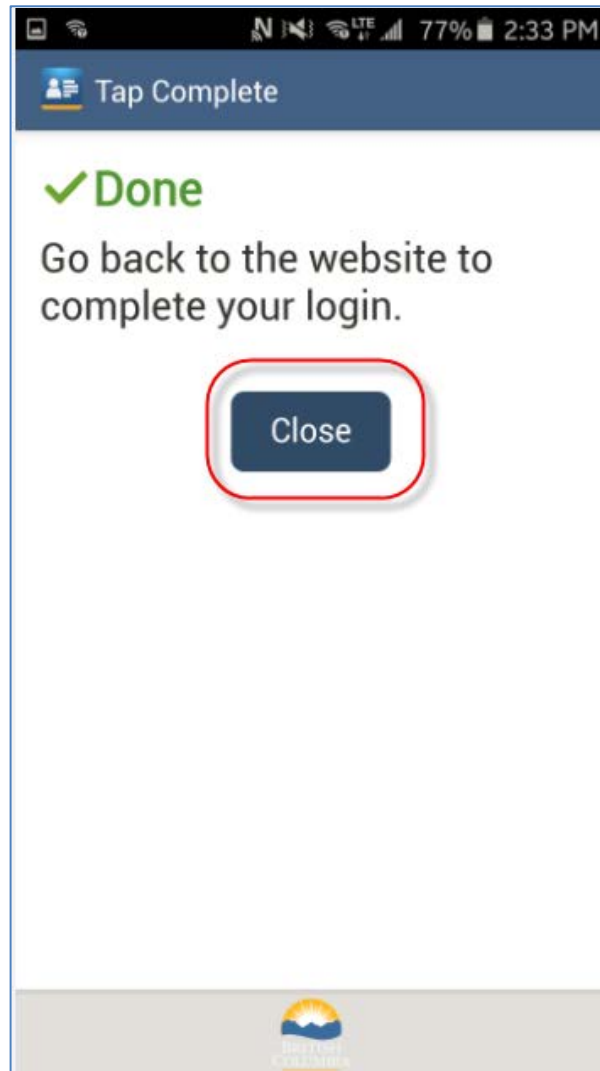
  

Use a mobile Android device with NFC









Log in with your BC Services Card

Enter Your Passcode:

[Forgot your passcode?](#)

Continue

## BC Services Card Account

SOPHIA HOWSE | Log out

### Home

Email Preferences  
Login Confirmation  
Passcode  
Account History



Name on Card  
HOWSE,  
SOPHIA ANN

Documented Name  
HOWSE,  
SOPHIA ANN

Date of Birth  
August 01, 1970

Sex  
Female

Address  
10687 GARRY OAK DRIVE  
VICTORIA, BC V8E2A1

[Learn how to change your address](#)

Card Type  
Combined BC Driver's  
License and Services Card

Card Issued  
December 09, 2014

Card Expires  
December 08, 2018

SOPHIA HOWSE | Log out

Home  
Email Preferences  
Login Confirmation  
Passcode  
**Account History**

### Account History

Review your card activity.

View:  or show from: 08/10/2016 to: 08/10/2016 View  
MM/DD/YYYY MM/DD/YYYY

All activity 08/10/2016 to 08/10/2016

Date and Time	Type	Details
Aug 10, 2016 1:49 PM	Online	Logged in to <a href="#">BC Services Card Account</a>

Go to page: 1 Row count: 10 Showing 1-1 of 1

### Privacy Information

The BC Services Card program records when and how you use your card and the online service you access. This information is used to protect your security and is displayed to you in your account history. The name of the service you accessed is stored for 30 days. Information is not recorded about your activity once you have logged in to an online service. [Learn more about BC Services Card privacy](#)

15



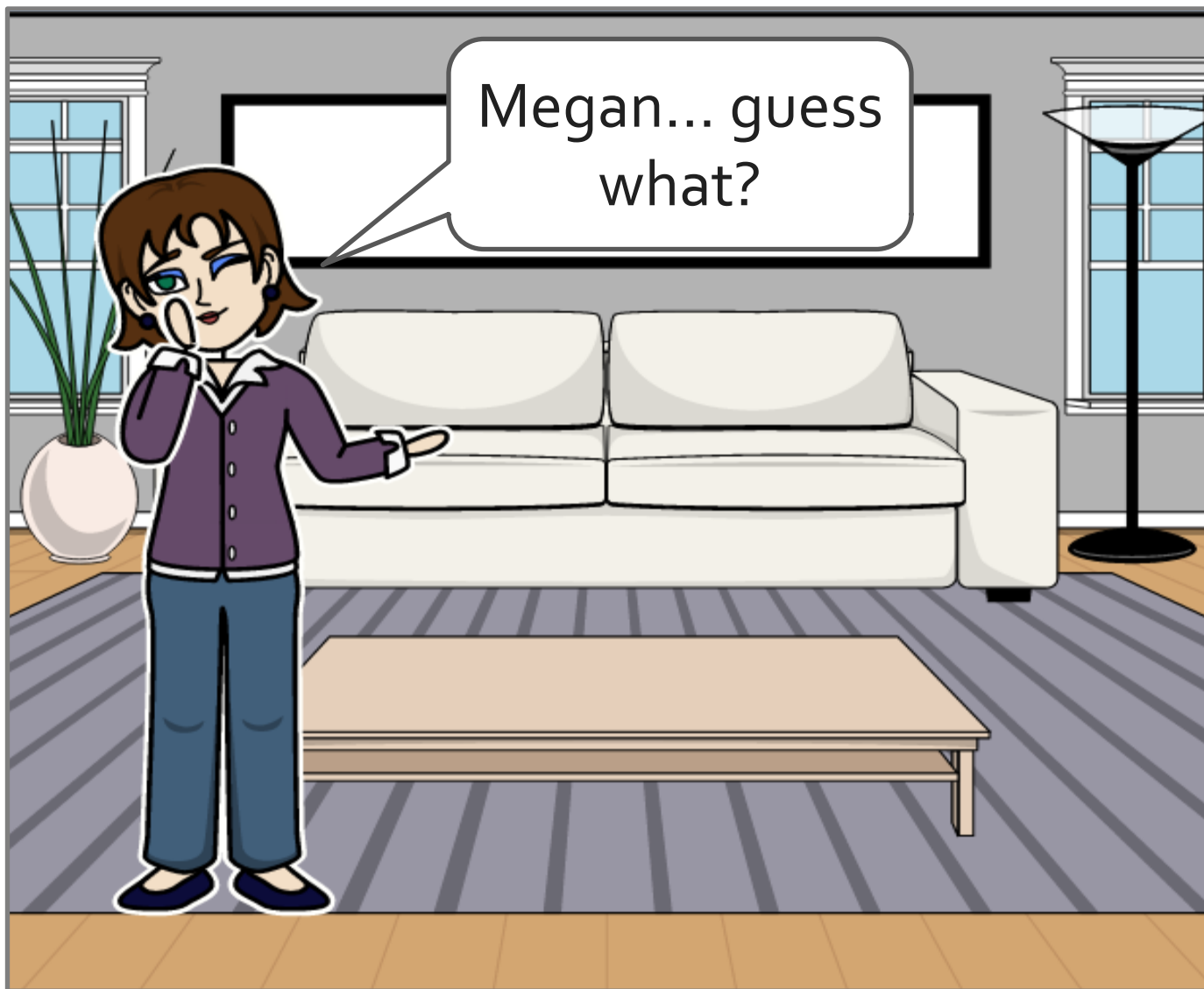
# Age Check Prototype







# Demo



# Getting there – BC's journey



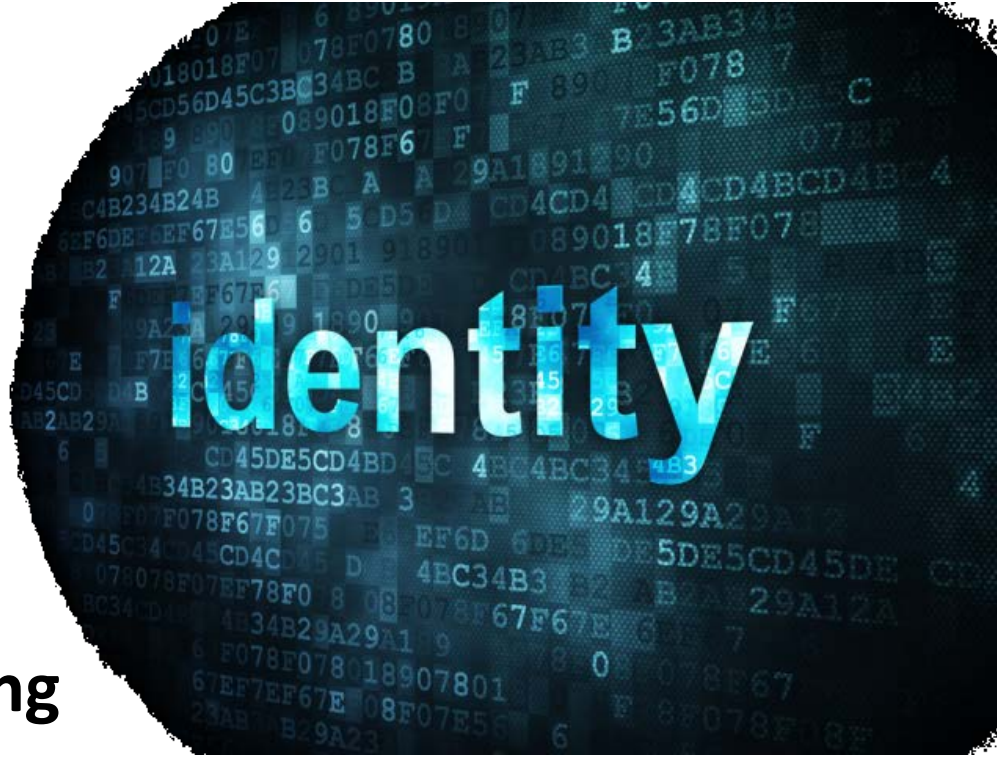
# Key Lessons

## It's complex

## Partnerships are critical

## Use existing processes

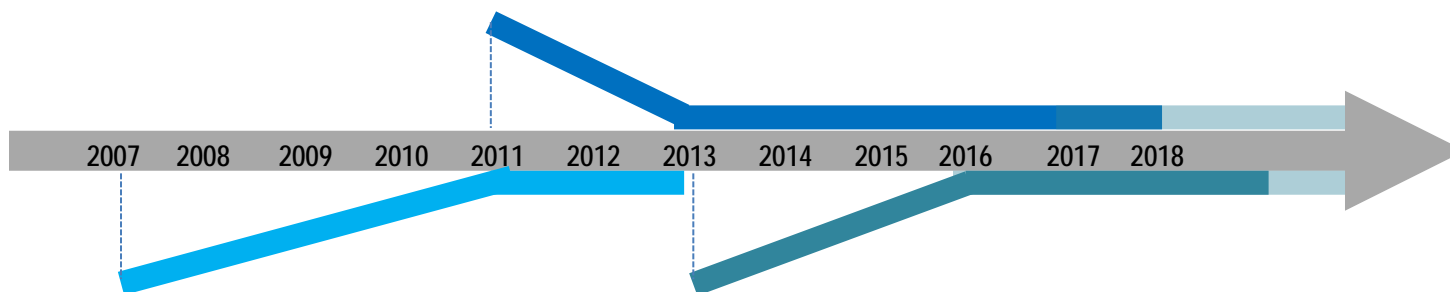
## Always bring the public along



# BC's journey...3 distinct phases

## Issuing the card, 2011-18

- Integrated Program Agreement (2013)
- Technical solutions developed (2011-2013)
- 1<sup>st</sup> Card issued! (2013)
- 1<sup>st</sup> Card issuance cycle (2013-2018)



## Getting started, 2007-12

- Research and consultation (2007)
- FOIPPA Legislation (2011)
- Treasury Board Approval (2011)
- MoUs signed (2012)
- Ministerial Order & Designation (2012)
- Contracts (2012)

## Online service delivery, 2013 +

- Authentication service developed (2013-2015)
- Public Consultation (2013-2014)
- New service preparation (2015)
- Services launched (2016 on)



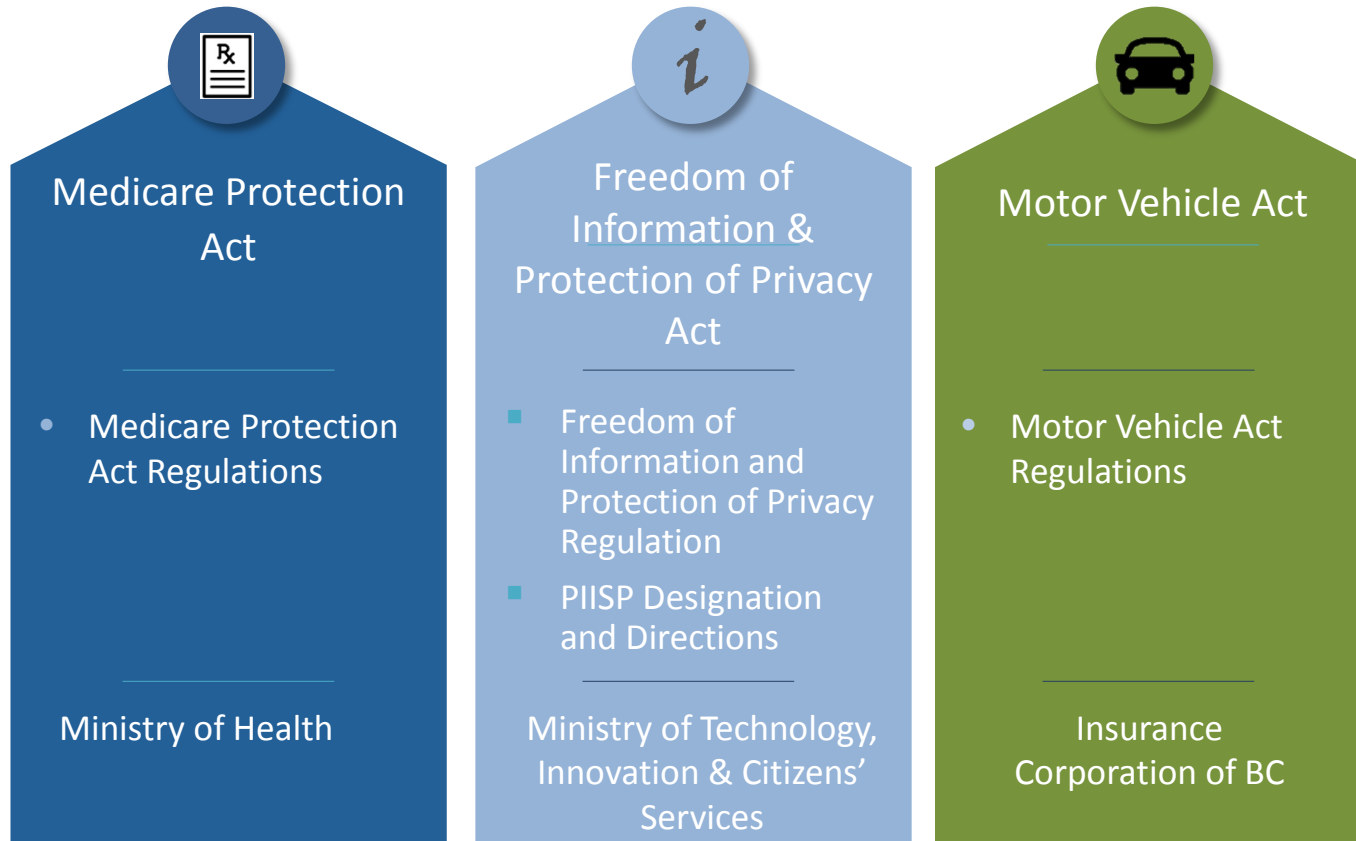


# The building blocks



- **Legislation and regulations**
- **Governance and oversight**
- **Service delivery**
- **Technology**
- **Public communication and consultation**

# Building blocks: legislation and regulations





# Building blocks: governance and oversight

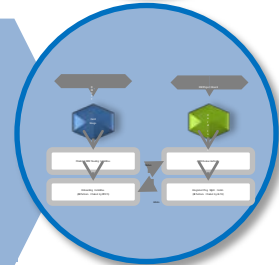
- Regular OIPC Consultations



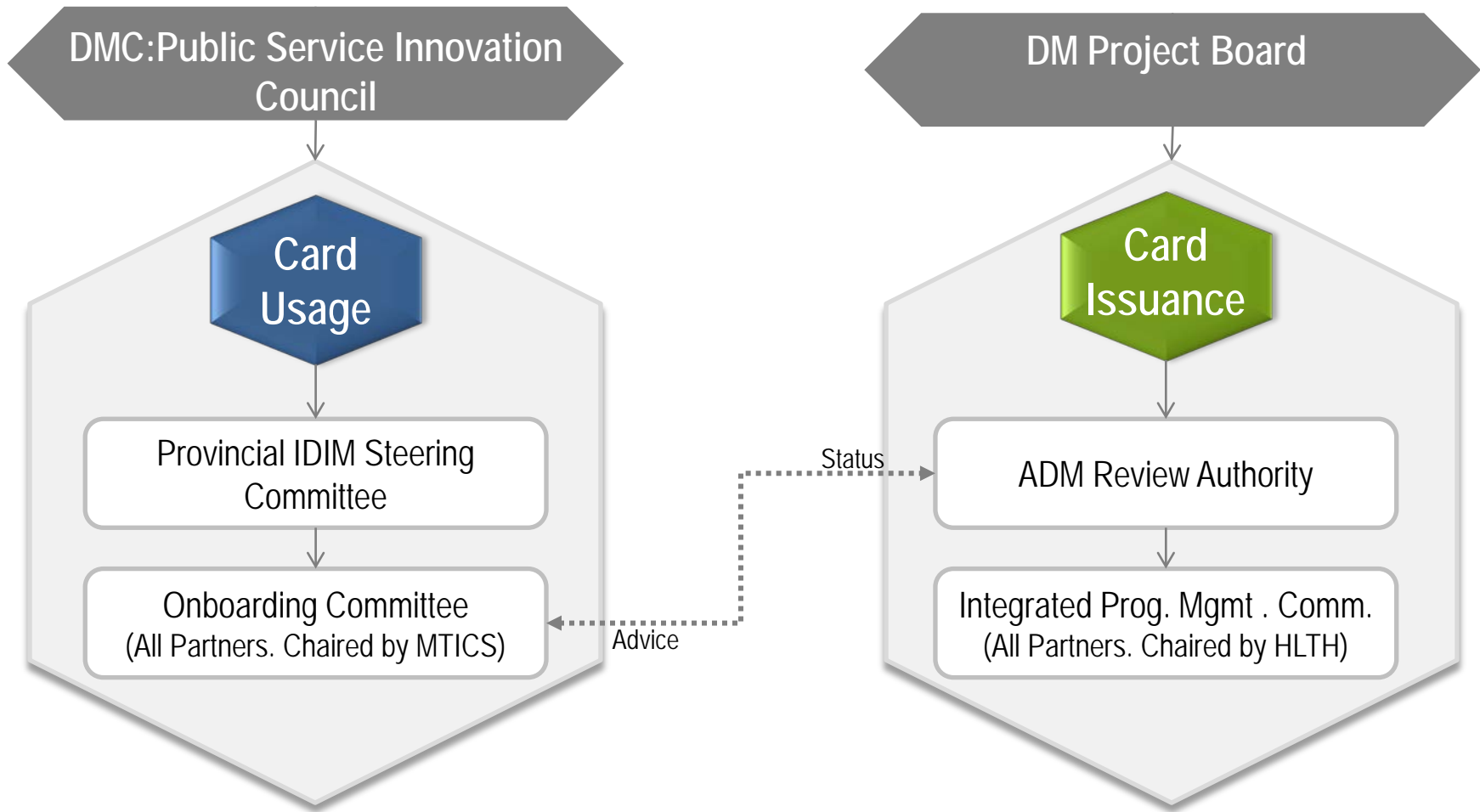
- Integrated Partnership Agreement



- Active governance: partners, vendors and clients



# Building blocks: governance and oversight



# Building blocks: governance and oversight

**< Service Delivery Re-defined >**

## **The Identity Information Management (IDIM) Program**

**single point of contact for all identity services**

*© Thomas Dawson Photography*



# Building blocks: service delivery

**Ministry integration**

**Issuing the card**

**Issuing passcodes**

**Contact centre support**



# Building blocks: technology



**Identity Services: online, in-person and mobile**

**BC Services Card account**

**Mobile card reader**

**Age Check Prototype**

**Health Prototype**



# Building blocks: public communications



**The BC Services Card.**  
Your CareCard, and more.

Get your BC Services Card when  
you renew your driver's licence.

LEARN MORE AT [BCSERVICESCARD.CA](http://BCSERVICESCARD.CA) ►

## Launch communications



# Building blocks: public consultation

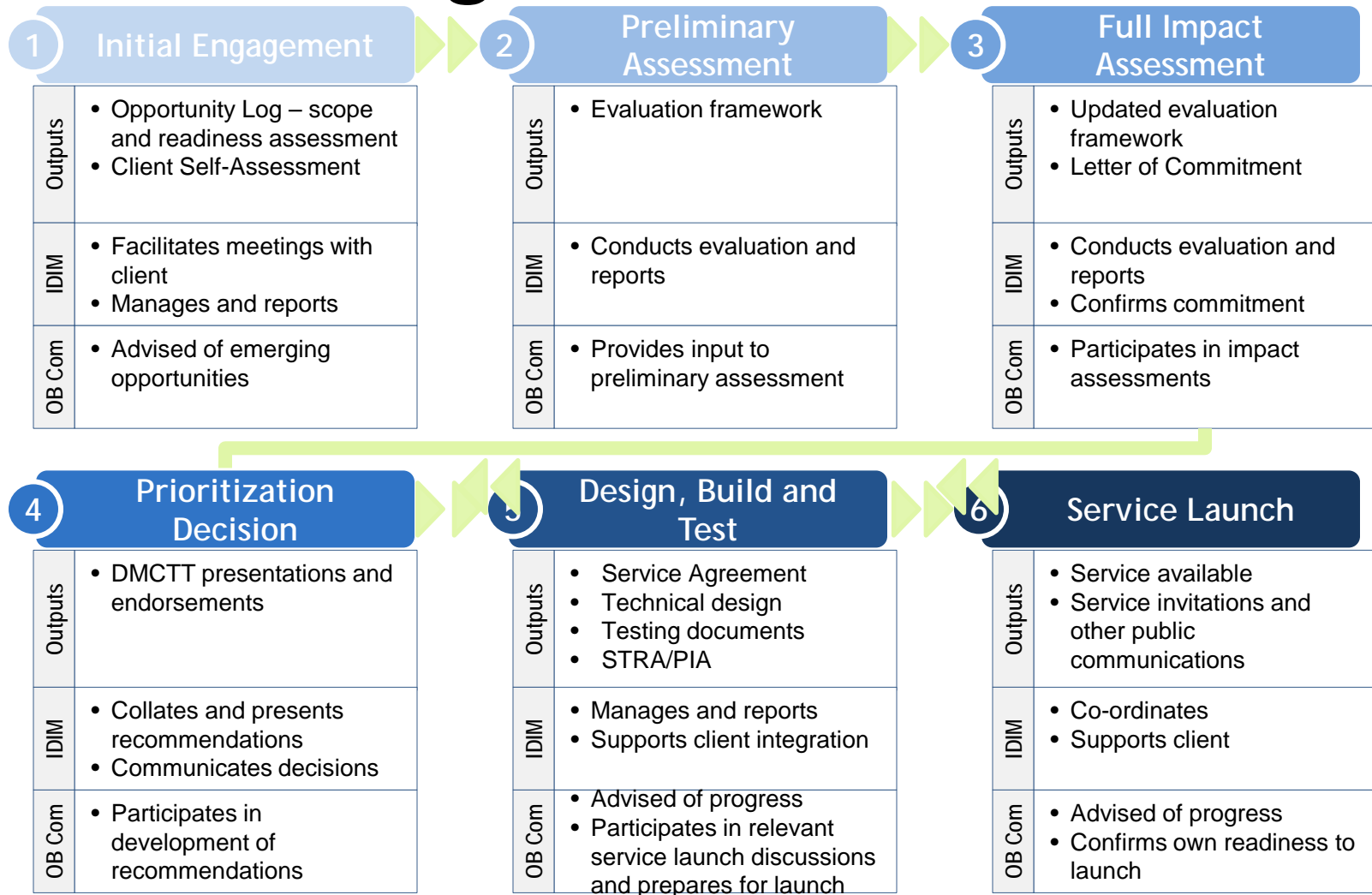


**Open Public Input**

**User Panel**

**Specialists' Forum**

# Onboarding Process





# Building blocks: public consultation



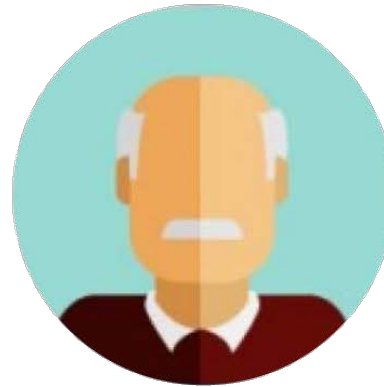
**Usability Testing**

# User personae that guide service decisions

**Anxious Adam**



**Newbie Ned**



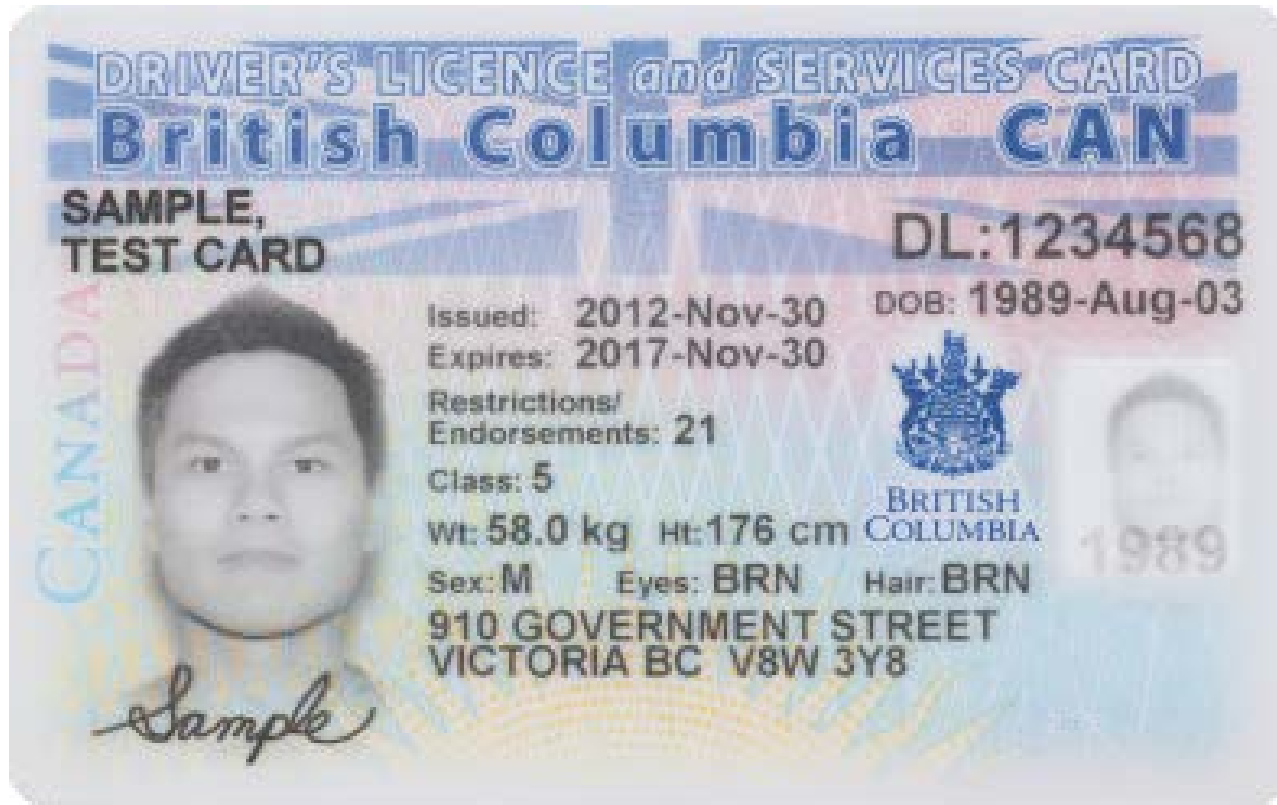
**Ready Rhonda**



**Vexed Vicky**

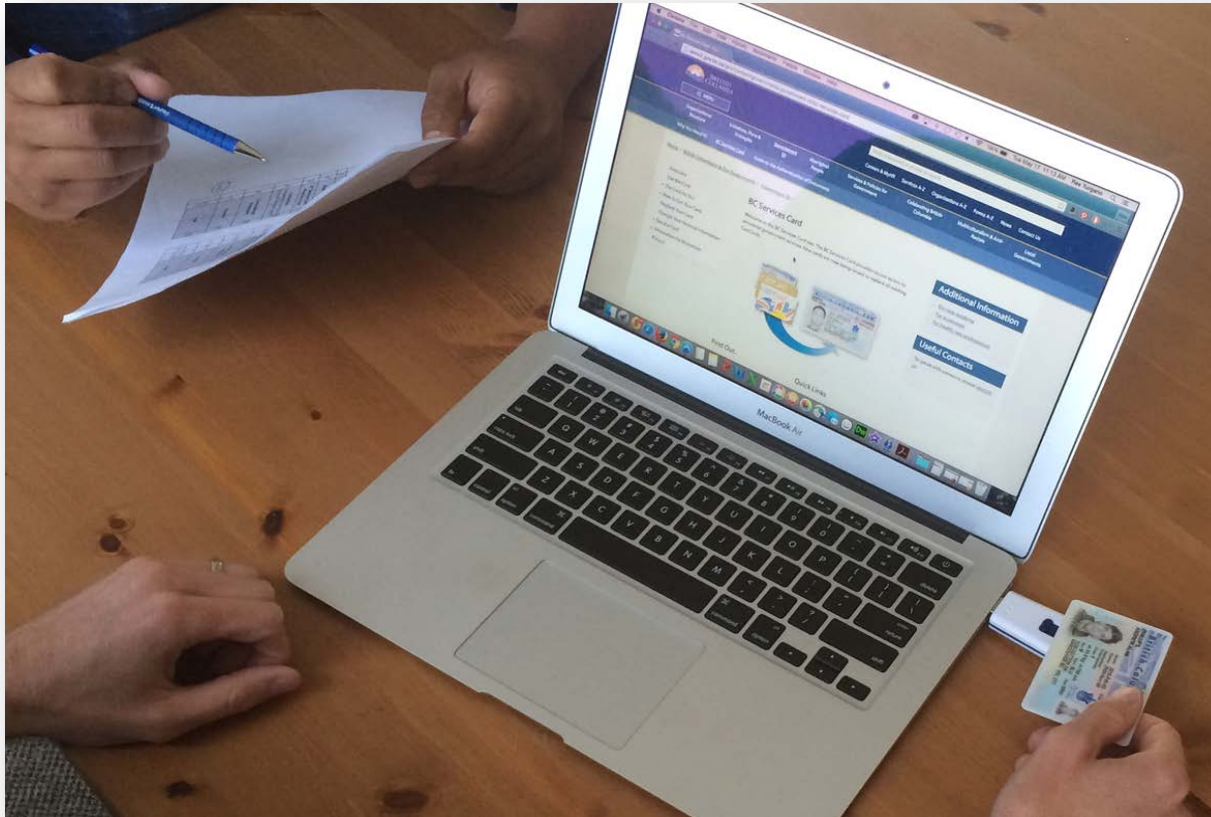


# We have arrived!



## As of July 31<sup>st</sup>: 3.6M

# In production!



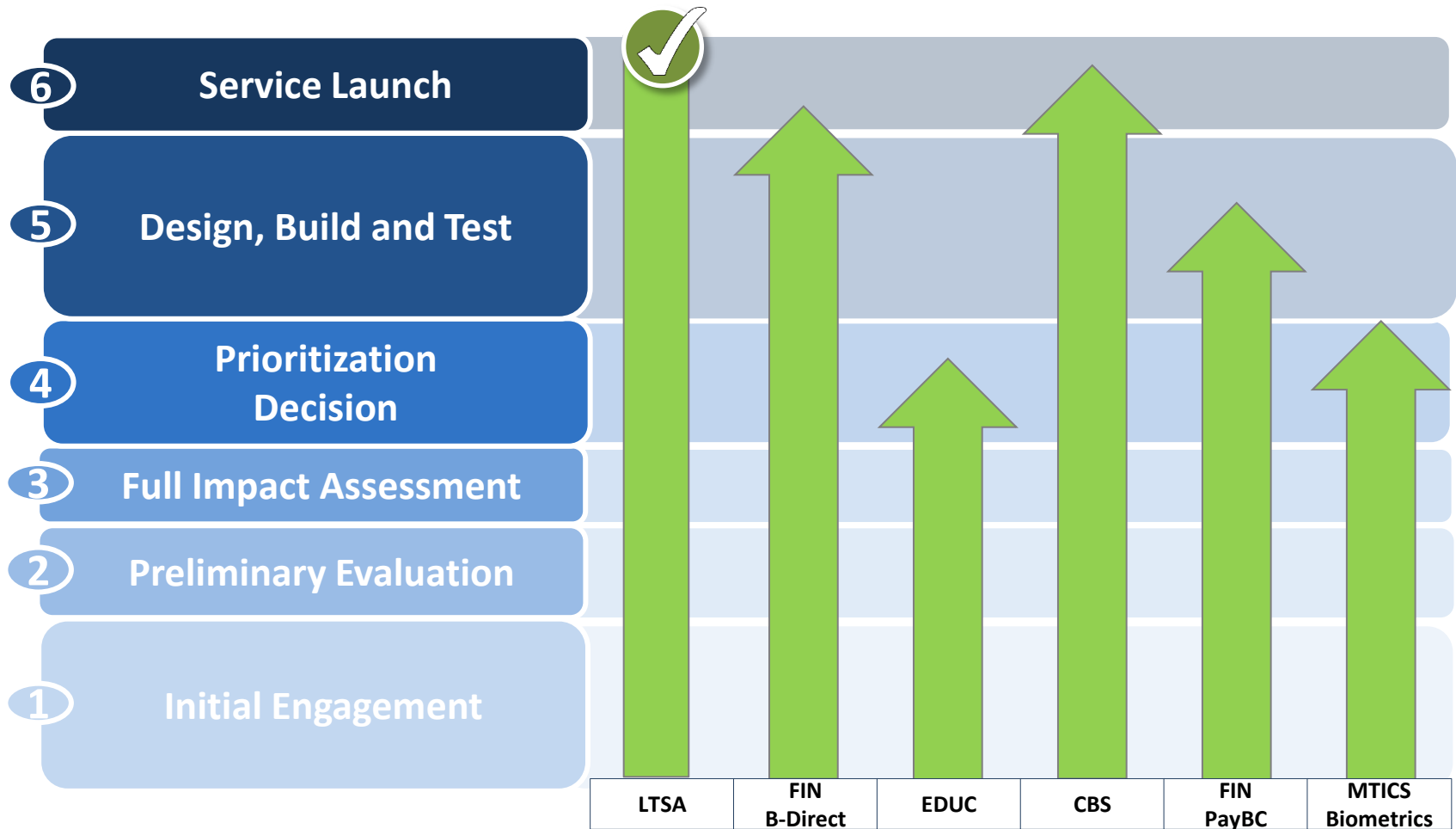
**Land Title and Survey  
Authority**

**Canadian Blood  
Services**

**Education**

**Finance**

# Onboarding Status



# Other active plans

**Extend the mobile solution**

**Digital ID**



**In-person authentication**

Thank you!