

Joint Council Priority: Identity Management

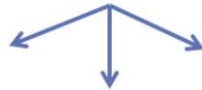
Key Findings

Ian Bailey, Assistant Deputy Minister and A/Government
Chief Information Officer, BC

Jackie Stankey, Acting Executive Director Client
Relationship Management, AB

Why does Digital Identity matter?

Digital Identity enables JC's long term goals



Enabling Government Without Borders



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

Enabling Digital Society



Providing access to the services, supports and technology that Canadians need to participate in and contribute to the digital economy.

Enabling a Modern & Innovative Government



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

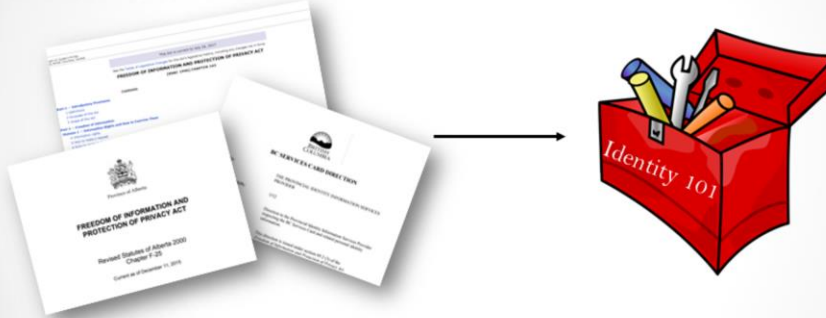
You asked us to:

Develop a roadmap for Joint Council
to **make digital identity real** across
jurisdictions and service channels

Our key findings identified:

The **5 components** of the roadmap
we need to **accelerate identity
management** in Canada

1. Communication/ Collaboration



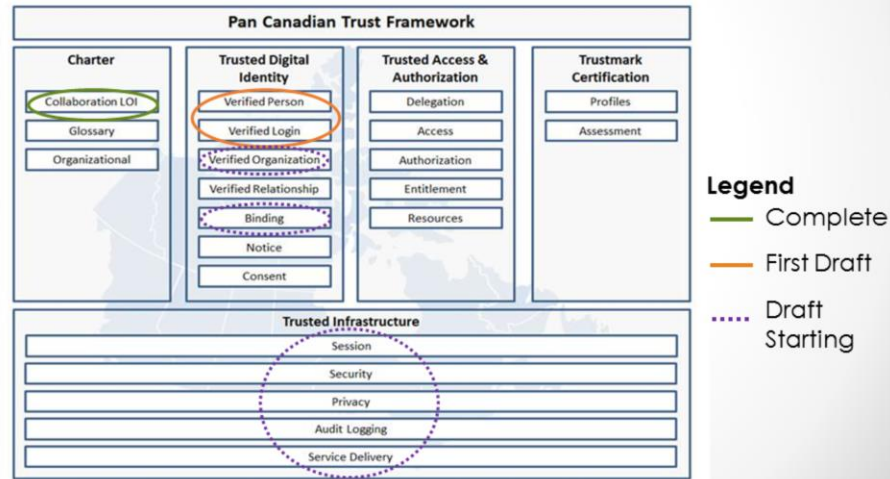
Evolve from
telling what
we've done

To **sharing** why this is
important and what you
get if it's done well

Key Finding:

- Identity management is complex and jurisdictions have focussed on different areas.
- We currently do not have a consistent way to share information across jurisdictions
- Establishing a common language, shared identity management story for Canada and leveraging each others' artifacts can help us move forward with a common understanding.

2. Pan-Canadian Trust Framework



Key Finding:

- The Pan-Canadian trust framework – also known as the PCTF, will be the set of rules that help us trust each others identity management. It's a work in progress.
- Goal is for DIACC and IMSC to jointly draft **1** set of identity standards:
- The PCTF is a foundational piece to moving identity management forward, but it's not the only activity we do that advances identity management in Canada.

2. “Alpha Testing” of PCTF Conformance Criteria

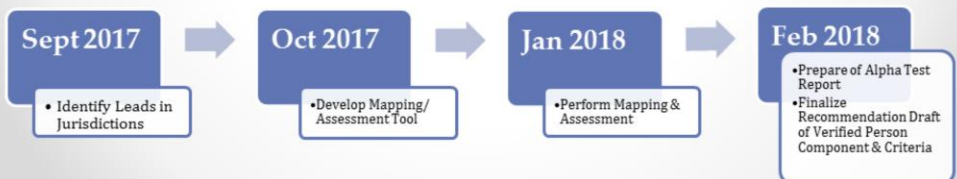


Verified Person “Alpha Testing” (Fall 2017 – Winter 2018)

- Alpha involves validation of Verified Person component by program areas.

What does this mean for Business Owners / Program Delivery Managers?

- Opportunity to **provide concrete feedback**
- Develop a **common understanding** of similar processes carried out in different places
- Inform the development and **practical application of the trust framework** (pilots)
- Use as **feedback for service design/digital transformation** initiatives.



3. Pilots



4 Pilot Types



a. Testing out trust framework / standards



b. Supporting Client Centric Service Delivery



c. Testing inter-jurisdictional governance/policy processes

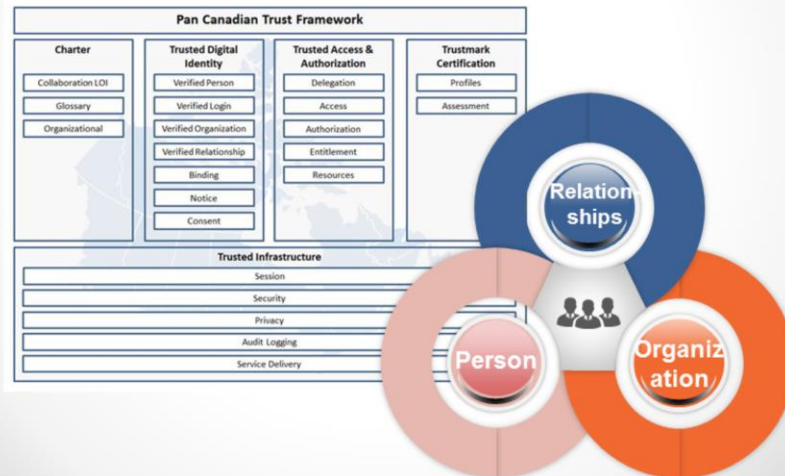


d. Testing existing and emerging technologies

Key finding:

- There are four types of pilots in the works.
- They can help us prove out the standards and what the policy, technology, financial, etc. implications are of working together. Before we all go down this path, these pilots can help us figure out what is realistic.
- Yet, despite the clear value in sharing information from these pilots, the current approach to sharing this info is ad hoc.

3a. Pilots: Testing out the Trust Framework



3b. Pilots: Supporting Client Centric Services



CANADA
BRITISH COLUMBIA
CERTIFICATE OF DEATH

PROVINCE OF BRITISH COLUMBIA
Vital Statistics Agency
This is to certify that the following is an extract from the registration on file with the Vital Statistics Agency, Victoria, British Columbia, concerning the death of

22490019

Name: SANDRA MASON
Date of Death: DEC 17, 2004
Place of Death: COMOX
Age: 60 YEAR(S)
Birthplace: BRITISH COLUMBIA, CANADA
Residence: DUNCAN, BRITISH COLUMBIA

Sex: FEMALE
Registration No.: 2004-59-028249

Specimen

Given under my hand
this 05 day of FEB

DRIVER'S LICENCE and SERVICES CARD
British Columbia CAN

SAMPLE
TEST CARD

DL: T234568

Issued: 2013-Feb-15
Expires: 2018-Feb-15
Endorsements: 21
Class: 5
Sex: M Eyes: BRN Hair: BRN
Wt: 68.0 kg Ht: 176 cm
919 GOVERNMENT STREET
VICTORIA BC V8W 3Y8

3c. Canada's Digital Interchange (CDI):

Testing inter-jurisdictional governance/policy processes



Status Update

3c. Nova Scotia (NS) Pilot



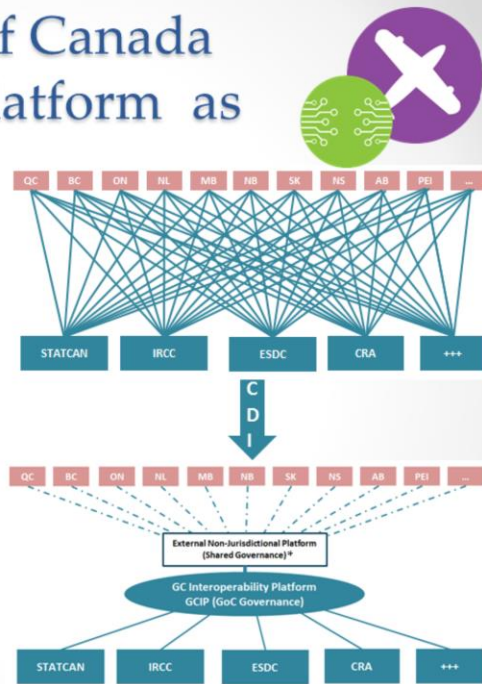
- The NS pilot includes two components:
 - Component 1: NS to validate client identity information against the Social Insurance Registry (SIR) for selected NS programs, enabling instant registration with the required Level of Assurance to the NS Login System.
 - Component 2: ESDC to validate client identity information against NS' Vital Statistics Office (VSO) database, enabling instant registration to My Service Canada Account (MSCA).
- Currently pursuing required authorities and assessing privacy impacts.

Alberta (AB) Pilot

- This pilot will provide Alberta students with the ability to access the federal Canada Student Loans Program (CSLP) using their MyAlberta Digital ID/Verify without having to create a new (federal) identity credential.
- Currently assessing the MyAlberta Digital ID/Verify credential against the Pan-Canadian Trust Framework standards.

3d. Government of Canada Interoperability Platform as Enabler to CDI

- A Single Service Point for Vital Events and Identity Digital Services
 - An Established technology
 - Secure and reliable
 - Provides Translation
 - Standardizes message formats and provides support for legacy formats
 - Is Adaptable
 - Adjusts to the needs of partners
 - Guarantees Traceability
 - Ensures that all transactions are tracked and reportable to parties involved in the transaction



*External Non-Jurisdictional Platform to be confirmed with PT partners

3cd. Alignment of CDI to Identity Management Priority



- **The CDI pilots will:**
 - Demonstrate the business value of CDI between interjurisdictional levels of government;
 - Advance key CDI design elements;
 - Test elements of the Pan-Canadian Trust Framework; and
 - Improve client service delivery.

4. Approach to Technology



Key Finding:

- Technology advances rapidly.
- Jurisdictions are engaging with different technologies and learning about their impacts.
- Staying up-to-date and sharing what we learn can help avoid repeating work; can help us make sure the standards we develop are truly technology agnostic and, vice versa, that we safeguard jurisdictions from adopting technological approaches that will preclude us from complying with standards.
- Yet, the current approach to sharing this information is ad hoc or jurisdiction-to jurisdiction.

5. Public Policy & Governance



Key Finding:

- Articulating a shared public policy position on identity management could help to determine what governance structure and approval authorities make sense.

ADVANCING IDENTITY IN CANADA



PUBLIC POLICY & GOVERNANCE

Developing a shared public policy position on identity management in Canada can help to determine governance processes that will help us move forward.

- Authority and Ownership
- Joint Council's Role
- Ratified Terms of Reference
- MOU/Service Agreement Templates

X



COMMUNICATION/COLLABORATION

To simplify complexity, we need a common language and understanding. This will enable us to articulate Canada's Identity Management story. We need to be able to reuse and leverage artifacts that others have created.

- Value statement
- Strategy
- Key concepts - Identity 101
- Reusable artifacts
- Story & User Journey

X



PAN CANADIAN TRUST FRAMEWORK

A common set of standards is being jointly developed between public and private sector representatives and is a work in progress. The purpose of the standards is to build trust in identity management and improve the citizen experience. The standards are foundational to moving identity management forward.

- Charter between IMSC and DIACC
- Trust framework components
- Certification scheme

✓



PILOTS

Leveraging what each jurisdiction learns as a result of their pilots will allow us to finalize the framework, test interjurisdictional policy requirements, and share learnings.

- Testing out PCTF components
- Support client-centric service delivery
- Testing out inter-jurisdictional policy requirements
- Testing out inter-jurisdictional policy requirements
- Testing existing and emerging technologies

✓/X



TECHNOLOGY

Technology advances rapidly. Currently we share our technology experiences and research on an ad hoc basis. Sharing what we learn can save time and effort, ensure the standards remain technology agnostic and safeguard jurisdictions from adopting technological approaches that will preclude them from complying with standards.

- Mobility, Blockchain, SAML, Cloud
- Artificial Intelligence, APIs, etc.
- GoC Interoperability Platform

X

What is our current approach to collaboration?

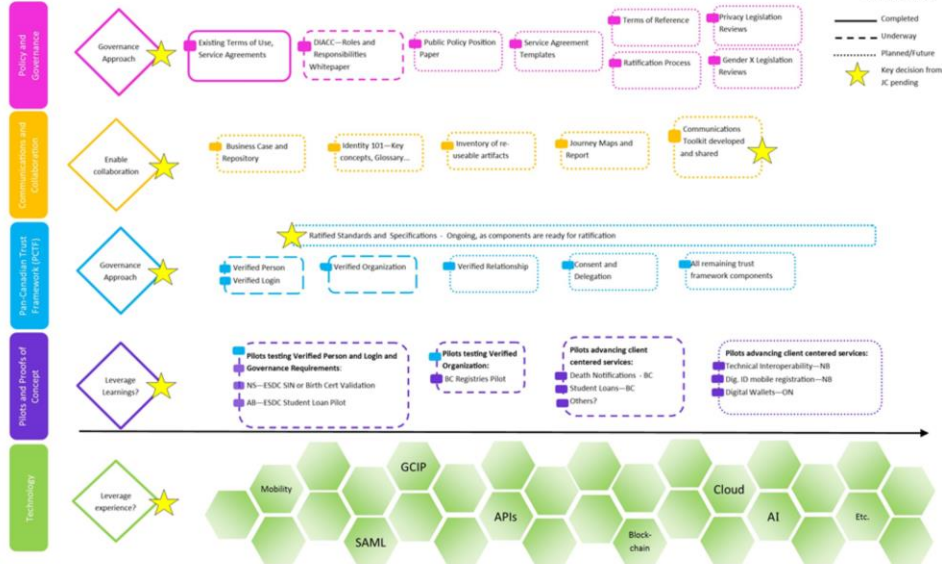
X Jurisdiction to Jurisdiction

✓ Pan-Canadian Collaboration

What do we need to do to act on these key findings together?

Roadmap: Advancing Identity Management in Canada

September 15, 2017



Key Questions & Recommendations

Decisions needed to **advance**
identity management

Q: Public Policy & Governance



1. We need to develop a pan-Canadian public policy position.

- a) If Joint Council agrees, what resources/funding are available to develop?
- b) Who are our stakeholders?
- c) Who will champion?

2. The public policy findings can inform the most appropriate approvals/decision-making processes and address the Q:

- a) How do we ensure this work is governed in a way that aligns with Joint Council and jurisdictions' goals?

Q: Communication/ Collaboration



1. Do you want us to develop a Communication toolkit?

- a) What do you want to see included as deliverables?
 - Identity 101 (basic identity concepts)?
 - Canada's Identity Story?
 - Impacts of different approaches to identity management?
 - Maintain "Advancing Identity Management Roadmap"
- b) If so, what resources are available to develop it?
- c) Within what timeline do you expect it to be delivered?

Q: Pilots



1. How do we leverage the findings of the pilots to inform the advancement of these streams and ensure acceleration of Identity Management?

- a) Do we agree that pilots help advance the development of the other streams we've discussed?
- b) If so, what resources are available to formalize a feedback loop to share what we learn?

Q: Advancing CDI

- 2. Do PTs want to exchange identity information between themselves through a common hub? If so, does the hub need to have shared governance?**
- 3. How can we ensure ongoing alignment between PT identity management priorities and CDI?**

Q: Technology



- 1. Is sharing information on technological advancements valuable?**
- 2. How can we leverage our learnings re new technologies to advance Identity Management?**
 - a) Is it important that these be included in the roadmap?
 - b) If so, how and how often should we share what we learn?

Thank you!