

## **PSSDC Information-Sharing Template – September 2018**

*Information Sharing was prepared for the PSSDC Meeting of September 2018 and not to be shared outside of the Council*

<b>JURISDICTION: ALBERTA</b>	<b>Contact</b>
<div style="display: flex;"> <div style="flex: 1; background-color: #e0ffff; padding: 5px;"> <p><b>1. Accomplishments:</b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p> </div> <div style="flex: 4; padding: 5px;"> <ul style="list-style-type: none"> <li>• Alberta's Digital Innovation Office (DIO)                             <ul style="list-style-type: none"> <li>○ A dedicated Digital Innovation Office (DIO) led by Chief Officer Dominique Bohn has been established to drive digital innovation across government.</li> <li>○ The DIO is composed of a small team of progressive thinkers, innovative technologists and creative disrupters who are providing a government-wide lens on the problems at hand and a society-wide lens on the solutions available.</li> <li>○ The Digital Innovation Office is starting small with a well-defined mandate and, as with all good user-centred design, will iterate to reflect to our stakeholders' needs over time.</li> <li>○ Digital transformation and innovation are cross-ministry and multijurisdictional initiatives that require a system-wide strategic approach as well as skilled implementation and governance.</li> <li>○ The Digital Innovation Office is being funded through a re-allocation of current resources.</li> <li>○ Key outcomes include:                                     <ul style="list-style-type: none"> <li>▪ Better citizen experience</li> <li>▪ More efficient services</li> <li>▪ Open, participatory government</li> <li>▪ One government approach</li> </ul> </li> </ul> </li> <li>• MyAlberta eServices Program (<a href="http://eservices.alberta.ca">eservices.alberta.ca</a>) – Provides an easy way to pay for various government services online such as FOIP requests, traffic fines, Alberta Parks passes, and various events, permits, and licences.                             <ul style="list-style-type: none"> <li>○ Since its public launch in 2015, more than sixty-five products and services have been made available on the site, and over 1 million transactions have been completed, totaling more than \$200 million.</li> </ul> </li> <li>• MyAlberta Digital ID Program (<a href="http://id.alberta.ca">id.alberta.ca</a>) – Provides a secure way to access government services online. Having a single, secure platform for online identity management means citizens have a familiar and consistent experience no matter what online service they need.                             <ul style="list-style-type: none"> <li>○ Currently, six systems are fully integrated in production, and over sixteen departments have ongoing projects.</li> </ul> </li> </ul> </div> </div>	<p>Jackie Stankey, A/Executive Director, Enterprise Client Relationship Management Ministry of Service Alberta <a href="mailto:jackie.stankey@gov.ab.ca">jackie.stankey@gov.ab.ca</a> (780) 415-0485</p> <p>Chantal Ritcey, A/Director, Digital Service Technologies Ministry of Service Alberta <a href="mailto:chantal.ritcey@gov.ab.ca">chantal.ritcey@gov.ab.ca</a> (780) 644-7925</p>

- Verified Digital IDs – Alberta became the first province in Canada to offer a verified digital ID in November 2017. Residents of Alberta can now verify their identity online to access services once considered too sensitive to deliver online (e.g. evacuation payments).
    - Albertans can verify their digital ID from home because the service leverages existing in-person processes used to issue Alberta driver's licences and identification cards.
    - Alberta is the first jurisdiction to offer an online-verified identity that aligns with the Pan-Canadian Trust Framework. A federal pilot that will allow Albertans with a verified digital ID to access various federal services online is in progress.
- MyAlberta Evacuation Payment System – Alberta has completed the development of a system that leverages MyAlberta Digital ID to provide a fast and convenient way to receive evacuation payments during a disaster.
  - Online payments reduce stress on affected Albertans by improving accessibility and decreasing lines for those requiring in-person services. Government benefits from reduced reliance on costly pre-paid debit cards and large-scale disbursement centres. The system increases confidence that funds are distributed to the correct citizens, maximizing federal reimbursement.
- Robotics Process Automation (Digital Worker) – Alberta is piloting digital workers to automate certain manual tasks. Digital worker, otherwise known as Robotics Process Automation, is code that can make decisions based on criteria and perform tasks 24/7/365. Examples of digital worker in GoA is sending communications from the IT Service Management tool about updating tickets. An example from the Education sector is professors are using digital workers to answer about 80 per cent of questions that come into their inbox from students.
- Telephone Services Upgrade (VoIP Phones)
  - The overall program is well over 50% complete with:
    - 16,500 DIDs (Direct Inbound Dial) migrated to VoIP.
    - 1703+ Network Switches installed.
    - 288 sites linked to the TELUS network.
  - Project is on track to complete in March/2019
- Enterprise Data Analytics (EDA)

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|  | <ul style="list-style-type: none"><li>○ The Federated Search Pilot Project in collaboration with the Government of Canada's Open Government Program was (soft) launched on June 28. Visitors to the Government of Canada's Open Government Portal are now able to search Government of Canada and Government of Alberta datasets at the same time. This learning of this project will be applied to the federated search project that may be conducted with other jurisdictions.</li><li>○ The initial technology platform for enterprise self-service visualization capabilities has been setup. As part of the initial rollout, the capabilities of self-service visualization have been made available to nine departments. The value of descriptive analytics has been showcased through insights generated from dashboards and interactive visualizations that were developed internally.</li></ul> <ul style="list-style-type: none"><li>● Common Business Number Initiative – Alberta is partnering with the Canada Revenue Agency to adopt the CRA business number. The Common Business Number Act was approved in 2015 and proclaimed in March 2018. The first phase of the project, Search and Retrieve, is scheduled for completion on August 31, 2018 with the second phase, Create, scheduled for December 2018.</li><li>● Multi-registry Access System (MRAS) - Development of a multi-jurisdictional system to enable extra provincial corporate registrations and Canada wide corporate registry searches. Preliminary business and system architecture is underway. MRAS will be the new solution for extra-provincial registrations between Alberta, BC, Saskatchewan and Manitoba as part of the New West Partnership Trade Agreement obligations.</li><li>● Vital Statistics and Life Modernization Act (VSLMA) - Legislative, regulatory and system changes to allow for third gender marker and other related modernizations. The Phase 2 amendments of the VSLEMA were passed May 29, 2018 and proclaimed June 07, 2018.</li><li>● Unified Communications Implementation – conducted operational pilot in March, 2018 testing Phase 1 services, and service delivery / support to 160 end users. Services included: extension mobility; softphone; single number reach; voicemail to text; voicemail to WAV.</li></ul> |  |
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	<ul style="list-style-type: none"> <li>• Workforce Mobility Foundations – conducted a study of workforce mobility foundations, which ended in June 2018 and delivered a strategy, roadmap and implementation plan.</li> <li>• Enterprise IT Environment (EIE) – data centre consolidation <ul style="list-style-type: none"> <li>○ Original 37 data centres consolidated to 20, targeting 3 enterprise data centres to be completed by September, 2020</li> <li>○ IT staff transferred in November, 2017 to Service Alberta to support the enterprise, shared environment</li> <li>○ Budget transfers approximately 70% complete</li> <li>○ New organizational structure for infrastructure operations completed</li> <li>○ 400 applications moved to test or production in shared environment (approximately 50%)</li> </ul> </li> <li>• Virtual Desktop Infrastructure (VDI) Service Development/Consolidation <ul style="list-style-type: none"> <li>○ Consolidate and build enterprise-level VDI infrastructure service for developers and remote access services where required</li> <li>○ Consolidating 1900 users from various ministry solutions</li> <li>○ Pilot testing complete, moving to production</li> <li>○ Integration with Microsoft's Azure Multi Factor Authentication</li> </ul> </li> </ul>	
<p><b>2. Priorities:</b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b></p>	<ul style="list-style-type: none"> <li>• MyAlberta eServices Program – Service Alberta is working with stakeholders to maximize the number of services offered on the website. A three-year roadmap helps coordinate projects, onboarding activities and continuous improvement initiatives. Currently, Service Alberta is conducting a major upgrade on its eCommerce platform as the current version is reaching End-of-Life. Service Alberta is taking this opportunity to refresh MyAlberta eServices by redesigning the site's User Interface and User Experience. Service Alberta continues to automate reconciliation processes to make financial operations more efficient. New features and functions are being developed to increase the types of services available online.</li> <li>• MyAlberta Digital ID Program – Service Alberta is making it easier for Albertans to create and verify their MyAlberta Digital ID account using technologies commonly found in smartphones. Service Alberta is also working to onboard more services to the program. Alberta continues to work with federal, provincial, and territorial jurisdictions to ensure that the program enables secure identity information sharing across Canada. <ul style="list-style-type: none"> <li>○ Alberta is working with the Government of Canada to provide the Treasury Board Secretariat with a test integration environment, which will help identify system requirements for the cyber-authentication</li> </ul> </li> </ul>	

	<p>procurement initiative.</p> <ul style="list-style-type: none"><li>• MyAlberta Business ID – Alberta is developing an unverified digital ID for businesses that will let administrators and delegates interact with government on behalf of a company.<ul style="list-style-type: none"><li>○ Alberta is actively working with Pan-Canadian working groups to establish digital identities for businesses, so they have convenient access to digital services.</li></ul></li><li>• Enterprise Data Analytics<ul style="list-style-type: none"><li>○ Plans are underway to adopt the International Open Data Charter which signals Alberta’s continued commitment to Open Government and Open Data to Canada and the global community. Adoption of this charter provides a mechanism for inter-governmental coordination with other jurisdictions through the creation and alignment of data and information standards for comparability and interoperability. It brings Alberta into an emerging body of national and sub-national governments committed to sharing government data and information online.</li><li>○ Alberta is also continuing the implementation of the Enterprise Data Analytics Strategic Plan to better utilize its vast quantities of data and information. Actions to enhance data capabilities in technology, people and processes will allow the discovery, access/sharing, and leveraging of government data to provide insight for policy development and improving service delivery across the enterprise. Key to the strategy is to further the adoption of the enterprise self-service visualization capabilities and enhance big data/ advanced capabilities and broad sharing through the development of an enabling technology platform.</li><li>○ Development of a path forward approach to integrate existing traditional BI and analytics solutions with the Enterprise Data Analytics platform that incorporates cloud and on premise solutions.</li></ul></li><li>• Unified Communications Implementation - The objective is to implement Unified Communications (UC) services in a phased approach to end users across the GoA Ministries enhancing end user collaboration, productivity and mobility. The rollout of Phase 1 services is planned to start in</li></ul>	
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	<p>August/September, 2018 timeframe.</p> <ul style="list-style-type: none"> <li>• Workplace of the Future - study to be launched which is going to develop a strategy for the Workplace of the Future to be available in 4Q 2018/19. The work done on workforce mobility will tie into the strategy for Workplace of the Future.</li> <li>• Complete EIE Program – September 2020 <ul style="list-style-type: none"> <li>◦ Completion of 800+ applications migrated to shared environment, reduction to 3 enterprise data centres</li> </ul> </li> <li>• Azure Multi Factor Authentication Service <ul style="list-style-type: none"> <li>◦ Transition from RSA SecurID services to Azure cloud platform</li> </ul> </li> <li>• Azure Mobile Device Management transition <ul style="list-style-type: none"> <li>◦ Transition from on-premise Citrix XenMobile to Microsoft Intune platform</li> </ul> </li> <li>• Exchange platform upgrade – investigating both on-premise and O365 cloud transition options</li> </ul>	
<p><b>3. <u>Showcase/Sharing:</u></b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing</b> in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i></p>	<ul style="list-style-type: none"> <li>• MyAlberta Evacuation Payments System – Other jurisdictions will be interested in Alberta's new approach to disbursing evacuation payments to impacted citizens during a disaster.</li> <li>• Enterprise Data and Analytics – The Federated Search Pilot Project is an example to other jurisdictions/provinces wishing to federate with the Government of Canada and is seen as a mechanism to demonstrate Canada's unique experience in collaboration across governments and jurisdictions to promote open data. Also, the first-hand experience and lessons learned with the translation program used for this pilot are of interest to the Francophone Secretariat, which is looking for a solution to help with translation activity within the GoA.</li> <li>• <a href="#">Assured Income for the Severely Handicapped (AISH) Benefits Application</a> (12/2016–07/2018) – Enterprise Information Management (EIM) worked with a client ministry to create a more simplified, user-friendly set of forms for AISH recipients to apply for assistance. The project included numerous client meetings and design iterations over an 18-month period. Forms for both applicant and physician are only available electronically and are designed to</li> </ul>	

	be completed online. Printable versions are also available for individuals to fill in by hand if required.	
<b>4. <u>Issues and Needs:</u></b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.	Additional information from other jurisdictions in the following areas would be beneficial: <ul style="list-style-type: none"> <li>• Online/Digital Services strategy and development.</li> <li>• Digital identity management strategy and development.</li> <li>• Online payment (eCommerce) or online disbursement strategy and development.</li> <li>• Digital wallet or mobile driver's licences strategy and development.</li> <li>• Blockchain use cases, strategies or initiatives.</li> <li>• Data Governance Frameworks</li> <li>• Open Data (data analytics and federated model) strategy and development.</li> </ul>	