

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

JURISDICTION: Ontario	Contact
<p>1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>Honey Dacanay Executive Lead, Digital Service Standard, Ontario Digital Service, Ministry of Government and Consumer Services honey.dacanay@ontario.ca</p> <p>Dara Renton Senior Manager, Product, Ontario Digital Service, Ministry of Government and Consumer Services dara.renton@ontario.ca</p> <p>Colin Chan Executive Lead, Enterprise, Ontario Digital Service, Ministry of Government and Consumer Services colin.chan@ontario.ca</p>

Digital Service Standard moves from alpha to beta
(<http://ontario.ca/digitalstandard>)

Launched in July 2017, Ontario's [Digital Service Standard](#) introduces a new approach to designing and developing policies, programs and services for a digital era. This approach emphasizes users and their needs at every stage of public servants' day-to-day work.

The standard was the first in Canada, and is currently being used as the basis of other provincial government's standards as they begin their digital government journey.

Simpler, faster, better digital services

Ontario co-designed and co-delivered these services, following the Digital Service Standard:

- [Environmental Registry of Ontario](#), a consultation platform gives people and businesses better access and more input into government decision-making on environmental issues
- [Prescription Drug Checker](#), a mobile tool makes it easier to see which medications are covered under provincial drug programs - saving people time, and being more responsive to their needs
- [Labour market information](#)
- [Infrastructure map](#)
- [Red Tape Challenge](#)
- [Orders In Council, from paper to online product](#)
- [OSAP: A new financial aid calculator](#)
- [User-centric advice to Cabinet](#)

Digital VOR

Working with Supply Chain Ontario, the Ontario Digital Service (ODS) launched a [new Vendor of Record](#) focused on service design and user experience, and is oriented around the Digital Service Standard.

The vendor of record is piloting new, more flexible approaches to procurement:

- Removal of vendor fees and streamlining of vendor application processes to allow for greater competition.
- Unlocking of long-term vendor of records by enabling vendors to apply every six months.
- Introduction of modular contracting, simplifying legal processes for incoming vendors.

User Research Labs

The ODS launched two user research labs:

- A [rapid prototyping](#) team in Kitchener creates proof-of-concepts for government projects in a number of days or weeks
- An in-house [user research lab](#) in Toronto free to use for OPS teams
- Create [tools](#), [guidance](#) and best practices to scale user-centred design across government

Enterprise Digital Transformation

- Established practical working methodology for Service Design projects – with seven practical SD projects now operational in the space of 2.5 months in MGCS' Service Design Centre of Excellence. Current projects underway include:
 - OPS Wear Form Transformation
 - Services to Business Strategy Reboot
 - Business Services Review
 - ServiceOntario Renewals Transformation
 - Newborn Registration Service
 - Death Registration
 - Accessible Parking Permit
- Integrated collaborative digital service design methodology (in support of service prototyping) into the work of the UX&D Branch (and DTI technical teams).
- Completed Services to Individuals assessment project to establish future design direction of Enterprise Digital Service Integration

Katherine Benjamin

Lab Leader, Ontario Digital Service, Ministry of Government and Consumer Services
katherine.benjamin@ontario.ca

Rob Tarling

Manager, Enterprise Digital Transformation Branch, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services
rob.tarling@ontario.ca

Division (aligned to the Ontario Digital Service design style). Now working with DTI technical teams to help implement.

- Successfully delivered User Research phase of the Digital Identity User Research and Prototyping project.

Program Design and Business Model for Digital Identity

- Ontario continues to make progress on developing a conceptual business model for an enterprise Digital Identity program for the province. The approach is to align with open standards and technology trends, while benefiting from user research and lessons learned from other jurisdictions that have implemented digital identity programs and services.
- Ontario is collaborating with other Canadian federal, provincial and territorial jurisdictions and the private sector (via IMSC and the DIACC) to develop common standards for Digital Identity (via the Pan-Canadian Trust Framework) and support the objective of interoperability across the public and private sectors as well as other jurisdictions.
- Upon confirmation of a preferred business model option, the province will undertake preliminary policy, privacy and security assessments and further stakeholder consultation to inform government decision-making on the final program design and implementation approach.

User Research

- Ontario has undertaken user research to understand the public's level of awareness of digital identities and their preferences to inform the design of a digital identity program and technical solution.
- Online surveys, online focus groups and phone interviews were conducted with a representative sample of Ontarians (1600) to gauge the level of understanding, likelihood of adoption and design preferences. The research found that 79% of Ontarians are receptive to a digital identity.

Digital Identity Demonstration Initiatives Launched

Igor Solesa

Director, Digital Identity Project,
Enterprise Digital Service
Integration Division, Ministry of
Government and Consumer
Services

igor.solesa@ontario.ca

Dawn Foster

(A) Director, User Experience
and Design, Enterprise Digital
Service Division,
Ministry of Government and
Consumer Services

dawn.l.foster@ontario.ca

Ronan Carroll

(A) Head, Business Services
and Planning, Government
Services Integration Cluster,
Ministry of Government and
Consumer Services

ronan.carroll@ontario.ca

Juzair Ali

Head, Digital Technology and
Innovation, Enterprise Digital
Service Integration Division,
Ministry of Government and
Consumer Services

juzair.ali@ontario.ca

- Ontario has launched two pilots to test out the use of private sector (banking) credentials for accessing government services.
- These pilots include testing the Secure Key Concierge solution for two online services: (1) social assistance clients who would like to view and update information online and (2) parents who need to access and update their child's immunization record. Both pilots will run until 2020.
- Learnings from these pilot projects will be used to inform the business case for the Digital Identity program

Small Business Innovation Challenge (SBIC)

- Led and funded by the Ontario Centres of Excellence, the SBIC program has provided funding to 5 small-to-medium sized enterprises to develop solutions that demonstrate how digital identity solutions can be established and implemented.
- Launched in November 2017, each successful applicant was awarded up to \$1 million each to develop and prove out their technologies and will continue to work on their innovative solutions through to 2019.

Digital Wallet Prototype

- Ontario has developed a functional prototype to test out components of the conceptual Digital Identity Technology Blueprint, experiment with new and emerging technologies, and validate how a final solution might work. The prototype demonstrates the following:
 - Establishing a digital identity online and issued to a digital wallet
 - Electronic ID proofing using artificial intelligence, biometric comparison and attribute matching
 - Using the DI to prove age in person
- Adding a digital version of a driver's licence to the digital wallet.

Open Government Partnerships

A key component of Ontario's *Open Government Action Plan* and Open Government Partnership commitment is to "engage with civil society and private sector through a series of events".

Academic Partnerships

- Working with deans, librarians, and professors/teachers to incorporate Open Government activities into secondary and post-secondary curricula in Ontario. Academic partners included: University of Toronto's iSchool, Ryerson University, Carleton University and Algoma University.
- Ryerson Supercourse: OGO's role in the Ryerson Supercourse was that of the client, where it provided a challenge to students that required an innovative solution. Students were able to work with Archives of Ontario to create a mobile exhibit about the Great Toronto Fire of 1904. It was a great example of team work, innovation and the use of open government information.

Civic Partnerships

- Women in Data Science: The Women in Data Science event provides an opportunity to highlight career paths in, and the growing use of, data science in government to an interested and inclusive audience. OGO has volunteered to participate in the career panel to highlight the opportunities and transformation of data science and roles within government.
- CivicTech Toronto: OGO is hosting and sponsoring a series of four hacknights each Tuesday through the month of September organized by CivicTech Toronto. During each hacknight, senior staff from each ministry got to present about challenges they face that require innovative solutions and receive input from attendees.

Services to Business

Blockchain Pilot

- As follow-on to multi-jurisdictional Blockchain Proof-of-Concept Project completed in August 2017, the Ontario Ministry of Government and Consumer Services (MGCS) is exploring the use of blockchain as an enabler for businesses to provide proofs of government-issued qualifications and credentials when transacting online
- The use case is rooted in an emerging model in the digital identity space called Self-Sovereign Identity (SSI), which aims to put the control of all identity credentials in the hands of the citizen or business that owns them. The model uses distributed ledgers to make all identifiers decentralized and accessible without a central authority.
- The pilot is being undertaken through a collaboration with Governments of British Columbia and Canada (Public Services and Procurement Canada) and is utilizing open source technologies.
- Ontario's pilot aims to establish the foundational infrastructure for an SSI ecosystem by developing a repository of verifiable government-issued qualifications (claims) about a business, prepopulated with foundational information about all Ontario businesses based on the data from Ontario's official business registry.
- In addition to developing the repository, the pilot would introduce a web interface for searching/displaying claims held by businesses. An interface to an underlying Identity Register Network - initially a Hyperledger Indy network, will also be established, with capabilities to receive Verifiable Claims issued by known services about subject businesses, and provide proofs to about subject businesses to other enabled services.

Business Number

- MGCS' Enterprise Digital Service Integration Division continues its efforts to expand the use of the Business Number (BN) as the common business identifier in Ontario and connect key ministry programs to the Business Directory (the BN hub for Ontario).

Dawn Foster

(A) Director, User Experience and Design, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services

dawn.l.foster@ontario.ca

- Since 2017, over 20 Ontario ministries have been consulted and over 140 impacted business-facing programs were identified to begin collecting and using BN by through a multi-phased implementation plan, ending by 2020. The programs can use Business Number in Ontario by applying one of the two models – Full BN Adoption (Integrated Model) that involves system connection to the Business Directory or BN Expansion (Base Model) that involves manually validating BN or using it as a business identifier.
- The Integrated Model impacts over 30 programs or fewer than 25 percent of all business-facing programs, whereas the Base model impacts over 100 programs or 75 percent of business-facing programs.
- All 20 programs across various ministries that were assigned to Wave 1 Phase 1 (March 2018) of the BN Expansion initiative have completed implementation and now collect and use BN.

Multi-jurisdictional Registry Access Service (MRAS)

- Ontario and the Government of Canada are leading the work on developing a Multi-jurisdictional Registry Access Service that aims to digitally connect all of Canada's business registries with an interoperability solution for simplifying the task of extra-provincial business registration.
- This service will also provide a single Canada-wide view of basic business information to enable consumers to quickly validate the status of a business across multiple jurisdictions.
- A beta search was released on June 29, 2018 with data from four provinces and the federal government that captures information on 80% of Canadian Corporations (beta.canadasbusinessregistries.ca). This beta enables the public to search corporations that are incorporated in each of the participating jurisdictions. An announcement on the release is planned for September.

Barbara Duckitt

Director, Regulatory Services,
ServiceOntario, Ministry of
Government and Consumer
Services

barbara.duckitt@ontario.ca

Colleen Sonnenberg

Program Lead, Regulatory
Services Branch,
ServiceOntario, Ministry of
Government and Consumer
Services

colleen.sonnenberg@ontario.ca

--	--	--

<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Policy Alignment and Developing More Guidance to Support the Digital Service Standard</p> <p>Ontario is reviewing its existing corporate policies and I&IT standards to ensure they are harmonized with the Digital Service Standard. In addition, Ontario is looking to embed the standard in government decision-making processes (fiscal, policy, technology) and evaluating options for making the standard mandatory.</p> <p>Procurement Innovation</p> <p>MGCS is working to pilot approaches to procurement innovation. We are aiming to:</p> <ul style="list-style-type: none"> • Widen the variety of digital suppliers who work with government. • Simplify the procurement process for both government and vendors saving time and money. • Find new ways of evaluating vendor submissions to ensure we are getting better value-for-money. • Promote lower risk procurement techniques, such as modular procurement. <p>Digital Inclusion</p> <p>Ontario is leading the development of a first-ever cross-government Digital Inclusion Strategy in partnership with key ministries, which would:</p> <ul style="list-style-type: none"> • Make concrete policy, program and funding commitments to advancing digital inclusion. • Identify and address gaps, needs, barriers and issues faced by Ontario's people and businesses. • Provide a framework, indicators and key measures for advancing digital inclusion. • Serve as a call-to-action for governments, their agencies, and the private sector. 	<p>Honey Dacanay Executive Lead, Digital Service Standard, Ontario Digital Service, Ministry of Government and Consumer Services honey.dacanay@ontario.ca</p> <p>Colin Chan Executive Lead, Enterprise, Ontario Digital Service, Ministry of Government and Consumer Services colin.chan@ontario.ca</p> <p>Jacob Korenblum Senior Manager, Policy, Ontario Digital Service, Ministry of Government and Consumer Services jacob.korenblum@ontario.ca</p>

- Embed digital inclusion principles and practices into program and service design.
- Spur innovation through the application of digital technologies in social good and non-profit sectors, driving efficiencies and improved program outcomes.

ODS will seek to help coordinate, align and motivate actions by ministries, continuing to work in close partnership to develop and implement the strategy. Where possible, interventions will take a collective impact approach, mobilizing partners across the public, private, and non-profit sectors to tackle shared challenges.

Long-Term Care Finder

Ontario has developed and is ready to launch a new tool that makes it easier for people to find long-term care information and services.

Birth Certificate with Parental Information

- On March 25, 2018 Ontario reintroduced a birth certificate that contains parental information. People born in Ontario can now apply online for a birth certificate with parental information.
- This certificate provides additional information required for proof of a parent-child relationship (parent names and places of birth) while ensuring other information contained within a birth registration remains secure and private.

Gender Neutral Birth Certificates

- On April 30, 2018, Ontario introduced new options for birth certificates:
 - People who do not identify exclusively as male or female may apply to change the sex designation on their Ontario birth registration to an X (non-binary), following the same process individuals use to change from male to female or female to male; and
 - Anyone born in Ontario can also choose to request a birth certificate for themselves or for their Ontario-born child that

Dara Renton

Senior Manager, Product,
Ontario Digital Service, Ministry
of Government and Consumer
Services

dara.renton@ontario.ca

Patricia Bishop

Director, Policy, ServiceOntario,
Ministry of Government and
Consumer Services

patricia.bishop@ontario.ca

	<p>does not display the sex designation field. The birth registration is not amended.</p> <ul style="list-style-type: none">• Sex designation at birth (male, female or, in rare cases, U for intersex) continues to be collected and recorded on the birth registration.• Ontario offers two types of birth certificates, the Birth Certificate and the Birth Certificate with Parental Information, and individuals can have one of each. Individuals may choose not to display their sex designation as recorded on the birth registration (M/F/X) on one or both birth certificates.• Certified copies of the birth registration will continue to contain an individual's sex designation.• Fees for change of sex designation amendments to the birth registration are being waived until April 2019. <p>Enterprise Digital Transformation</p> <p>Key priorities for the next 12 months:</p> <ul style="list-style-type: none">• Complete up to 16 formal Service Design projects working with Service Areas across the OPS - with clear and positive business outcomes for service areas.• Support UXD/EDSID in enhancing the user experience of our services by establishing a clear and consistent design framework (design system) with which to build new digital services and update existing ones.• Support UX in design specification of services. <p>Identity Management – Digital Identity</p> <p><u>Business Case for Digital Identity</u></p> <p>In partnership with key ministries and stakeholders, demonstrate the business case for digital identity to the new government, including business model options, key partnership opportunities, cost-benefit analysis and implementation roadmap.</p>	<p>Rob Tarling Manager, Enterprise Digital Transformation Branch, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services rob.tarling@ontario.ca</p> <p>Igor Solesa Director, Digital Identity Project, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services igor.solesa@ontario.ca</p>
--	--	--

Pan-Canadian Trust Framework

Ontario continues to support the development of the Pan-Canadian Trust Framework (PCTF) which will inform Ontario's policy and legislative framework. Once finalized, the PCTF will facilitate interoperability of trusted digital identities between key partners at the federal, provincial, territorial levels and private sector and will enable Canada's full and secure participation in the global digital economy.

Open Government Portal

Following the launch of the OPS Internal Data Portal (Colby), OGO will seek to launch a similar public portal that will include improved datasets, information and data analytics capabilities. The new portal will also incorporate international data standards comparable to those adopted by other jurisdictions and the federal government to enhance data linking (interoperability) across jurisdictions.

Consultations Directory

- OGO has been engaged in creating a Consultations Directory along with Ontario Digital Service for over a year, providing advice and input on engagement approaches, best practices and examples, and timelines.
- The objective is to have an open and transparent Consultations Directory that provides Ontarians with an opportunity to have their voice heard.

Christine Hagyard

Manager, Open Government
Office, Ministry of Government
and Consumer Services
christine.hagyard@ontario.ca

Kelly Villeneuve

Manager, Open Government
Office, Ministry of Government
and Consumer Services
kelly.villeneuve@ontario.ca

	<p>and use data, provide analysis-ready data. Colby will keep data secure (behind firewalls, with security protocols), and encourage wider data sharing in government.</p> <ul style="list-style-type: none"> • In the future, Ontario public servants can use Colby to share standardized data and records with context, so that they can find creative solutions for policy and program design and measurement, enabling an evidence based and outcomes driven government. <p>Digital Publications Inventory</p> <ul style="list-style-type: none"> • OGO is launching a standardized Digital Publications Inventory on the OPS Internal data portal. By centralizing and standardizing how digital publications are described, it is easier to manage and provide access to them. • The Inventory was created in consultation with Publications Ontario and Archives Ontario to capture all the publications released by the Ontario government since 2012. • The inventory will be made available to the public in a centralized, searchable and downloadable format in 2019. <p>Enterprise Digital Transformation</p> <ul style="list-style-type: none"> • Other jurisdictions may have a genuine interest in how the ministry is applying Service Design within the Ontario government. • Other parts of the Ontario Public Service (OPS) might be interested in the ministry's prototyping approach. 	<p>Rob Tarling Manager, Enterprise Digital Transformation Branch, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services rob.tarling@ontario.ca</p>
<p>4. Issues and Needs: Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>	<p>Pan-Canadian Digital Service Standard</p> <p>Ontario is interested in a harmonized pan-Canadian digital service standard to ensure that services (and service providers) are held to a consistent set of rules, criteria, measures and processes. Can we work towards a common set of core principles that apply across Canada?</p>	<p>Honey Dacanay Executive Lead, Digital Service Standard, Ontario Digital Service, Ministry of Government and Consumer Services honey.dacanay@ontario.ca</p>

	<p>Digital Jobs Framework</p> <p>Ontario is interested in a common framework for digital jobs so that we can recruit and retain top digital talent. Can we work towards a common set of job descriptions and career paths?</p> <p>Enterprise Digital Transformation</p> <ul style="list-style-type: none"> • The ability to hire suitably qualified UX designers is very challenging – as this skillset is not widely available across the OPS. This will put a clear constraint on MGCS’ ability to achieve full agile methods of working, as the UXD branch in general lacks specialist digital people in the UX, Design and Content areas. • FTX contracts and staff retention: Most of the most skilled digital specialists are FTX resources, which makes the whole team vulnerable. <p>Digital Identity</p> <ul style="list-style-type: none"> • Information sharing, and lessons learned with other Federal-Provincial-Territorial partners would be beneficial as digital identity programs across Canada mature. How can we continue to advance the creation of the PCTF framework enabling safe, secure and privacy-enhancing cross-jurisdictional sharing of digital identities? • General information sharing would be helpful including: <ul style="list-style-type: none"> ○ Policy approaches employed for enabling DI ○ Status of provincial digital identity program development across Canada ○ Emerging privacy issues/consideration and solutions employed ○ Standards under development to support Digital Identity Programs and technical interoperability. 	<p>Jane Laughton (A) Executive Lead, Talent, Ontario Digital Service, Ministry of Government and Consumer Services jane.laughton2@ontario.ca</p> <p>Rob Tarling Manager, Enterprise Digital Transformation Branch, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services rob.tarling@ontario.ca</p> <p>Igor Solesa Director, Digital Identity Project, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services igor.solesa@ontario.ca</p>
--	---	---

	Open Government <p>Ontario is interested in information on how other jurisdictions approach the following key issues:</p> <ul style="list-style-type: none">• How will other jurisdictions make changes to the way they proactively disclose public information in the digital age? Are there plans to change legislation for proactive disclosure to increase and/or change the methods used to disclose to include providing the information online?• How will other jurisdictions approach data standards on their open government data collection forms and websites? Are there plans to adopt international data standards across government when sharing data with the public?	Christine Hagyard Manager, Open Government Office, Ministry of Government and Consumer Services christine.hagyard@ontario.ca
--	--	---