



*Draft v.2*

**PUBLIC SECTOR CHIEF INFORMATION OFFICER COUNCIL (PSCIOC) MEETING**  
**October 5th, 2017**  
**CHARLOTTETOWN, PRINCE EDWARD ISLAND**

**RECORD OF DECISION**

**Attendance**

**CO-CHAIRS:**

Sandra Cascadden	Nova Scotia
Denise Gomes (for Alex Benay)	Treasury Board of Canada Secretariat

**MEMBERS:**

Jackie Stankey (for Mark Brisson)	Alberta
Ian Bailey	British Columbia
Kathryn Bulko	MISA Canada (City of Toronto)
Chris Fisher	MISA West (City of Regina)
Cheryl Hansen	New Brunswick
David Heffernan	Northwest Territories
Ron Huxter	Ontario (for David Nicholl)
Ellen MacDonald	Newfoundland and Labrador
Sean McLeish	Yukon
Bonnie Schmidt	Saskatchewan
Harry Turnbull	MISA East (City of Windsor)
Tracy Wood	Prince Edward Island

**OBSERVERS:**

Alexandre Bourque	Treasury Board of Canada Secretariat
Patricia Nadarajah	Shared Services Canada

**ICCS SECRETARIAT:**

Maria Luisa Willan (morning session)  
Linda Robins (afternoon session)



Item	Topic / Discussion	Decision / Action
1.	<p><b><u>ADMINISTRATIVE MATTERS:</u></b></p> <p><b>A) Approval of Record of Decision from February 23rd, 2017 in-person meeting, Ottawa, ON (Refer to TAB 1A)</b></p> <p>The Record of Decision from the February 23rd, 2017 meeting was approved.</p> <p><b>B) Acceptance of February 23rd, 2017 Agenda (Refer to TAB 1B)</b></p> <p>Ian Bailey requested a discussion with PSCIOC members around their interest to participate in a Pan Canadian Telecommunications Interest Group. The PSCIOC meeting agenda of February 23rd, 2017 meeting was approved with the addition of a discussion the Pan-Canadian Telecommunications Interest Group.</p> <p><b>C) PSCIOC Financial Status Report (Refer to TAB 1C)</b></p> <p>Harry Turnbull, PSCIOC Treasurer, advised that the financial status of the PSCIOC account is in good shape. No questions from members.</p>	<p><b><u>Decision # 1:</u></b></p> <p>Record of Decision of February 23rd, 2017 PSCIOC meeting approved.</p> <p><b><u>Decision # 2:</u></b></p> <p>Agenda of October 5th, 2017 meeting adopted with the addition of a discussion of a Pan Canadian Telecommunications Interest Group.</p>
2.	<p><b><u>PEI Showcase - (Refer to TABS 2A &amp; 2B)</u></b></p> <p><b>A) Presentation on Solarwinds, PEI's Enterprise Network and System Management Tool (Refer to TAB 2B)</b></p> <p>John Brennan, Director of Operations / Business Infrastructure Services, Government of PEI, gave a presentation on Solarwinds, PEI's enterprise network and system management tool.</p> <p><b>B) Government of P.E.I. Cyber Security: Implementing an Intrusion Prevention System (Refer to TAB 2A)</b></p> <p>Mike Muise, Chief Information Security Officer, Government of PEI, gave a presentation on PEI's Cyber Security Intrusion Prevention System.</p>	<p><i>No further discussion or action on this item.</i></p>
3.	<p><b>National CIO Sub-Committees on Information Protection (NCSIP) (refer to TAB 3)</b></p> <p><b>Update on the current activities of NCSIP and discussion on the following topics:</b></p> <p>Martin Dinel, Chair of NCSIP, gave a status report on the following items:</p>	<p><b>Action Item #1A:</b></p> <p>NCSIP to provide best practices / lessons learned from jurisdictions around the use of work and personal devices for use in international</p>



1. How are Canadian FPTM jurisdictions preparing for elections from a cyber security perspective?
  - a. What is GeoFencing?
2. How can NCSIP assist in keeping CIOs across the country better informed regarding cyber security threats?
  - a. Should federal security clearance be obtained to gain access to shared cyber security information?
3. How can the government assist in encouraging schools to include cyber security as part of their curriculum?
4. What are Canadian FPTM jurisdictions doing to educate cabinet members, and government employees and contractors in matters of cyber security?

Martin Dinell provided a summary document with the answer to these questions. Each item was reviewed and discussed at the meeting.

#### **Members' Discussion:**

Due to the sensitive nature of this item, members' specific comments and questions are not included in the RoD. The discussion focused on process/protocol related to:

- Use of personal and/or work devices for international travel and sharing of best practices around this in order to create a standard for all jurisdictions.
- Request for NCSIP to look at other connected devices in terms of internet security. NCSIP can report on this topic at the next meeting.
- Need for mandatory briefings for senior government officials around cyber security when travelling abroad. The people in the highest positions have the most confidential data and they are the biggest targets. This group seems to be also the least informed and they are at the highest risk - this is a big concern.
- How to keep information protected from hackers and how to raise awareness at all levels – it's not an IT or CIO problem, it's a business problem and everyone needs to play a role. How are we going to deal with the internet of things.
- Inquiry as to how can NCSIP build a repository of best practices (use case examples) around cyber security so this information can be used for senior level briefings and to create better awareness. NCSIP will look into this.
- Protection information (data) when moved to the Cloud. Need better understanding of risks involved when using the Cloud.

travel (including USA) in order to create a standard process across the country.

#### **Action Item #1B:**

NCSIP to create a dashboard on progress related to these 4 questions showing capabilities as they grow over time (high level).

#### **Action Item #1C:**

NCSIP to look at creating a repository of best practices (use case examples) around cyber security. This information to be used for senior level briefings and to create better awareness.

#### **Action Item #1D:**

Cheryl Hansen to provide information at the next meeting/teleconference on the Canadian Institute for Cyber Security located in New Brunswick (in response to how to integrate cyber security into the curriculum).

#### **Action Item #1E:**

NCSIP to provide briefing/insights for a discussion on how to deal with the "internet of things".





	<ul style="list-style-type: none"> <li>• Response to cyber-attack (hacking); an organization wouldn't know right away if it has been hacked, in some cases it could be weeks or months before this is known (for example the University of Calgary didn't know for 262 days).</li> <li>• Importance of "phishing training". Before you do anything, implement a risk management program, understand what your assets are and what protections need to be put in place – do that on a regular basis. Awareness is very important especially at the higher level.</li> <li>• Members requested further follow up on these topics and for NCSIP to track progress on these items using a dashboard showing capabilities as they grow over time.</li> <li>• Request to look at education and how to integrate cyber security into the curriculum; how is the education system encouraging students to take cyber security, perhaps a national campaign around this. It was noted that there is the Canadian Institute for Cyber Security in New Brunswick and it can provide some information around best practices and tools that can help inform this discussion. Cheryl Hansen (NB) offered to report back on the work of the Cyber Institute at a future meeting/teleconference.</li> <li>• Security clearance for PSCIOC members – it was noted that PSCIOC members have applied for security clearance through TBS (TBS is sponsoring group). TBS advised that it will arrange for CSE to provide a security briefing on common cyber security threats at the next February meeting.</li> </ul>	<p><b>Action Item #1F:</b> TBS will arrange for CSE to provide a security briefing on common cyber security threats at the next in person meeting. ICCS Secretariat to add this briefing to the PSCIOC February meeting agenda.</p>
4.	<p><b><u>Cloud Working Group</u></b></p> <p><b>A) Update on the current activities of the Cloud Working Group including progress report on the proposal for a pan-Canadian procurement of cloud services. (Refer to TAB 4A)</b></p> <p>Denise Gomes and Stephen Gordon (via teleconference), Co-Chairs of Cloud Working Group, provided an update on the groups' current activities related to: execution phase procurement (unclassified and protected B), monitoring demand, knowledge sharing, pan-Canadian procurement and emerging issues. A review of the group's Terms of Reference is scheduled for October 2017. Hema Paupiah (via teleconference) provided an update on the Cloud Demand Survey. Pat Nadarajaj, Shared Services Canada, gave a progress report on Shared Services Canada Procurement.</p> <p>In regards to next steps the Cloud Working Group will continue the work on the Cloud Demand Survey, virtual workshops on members' topics of interest and with the approval of the PSCIOC, development of a Canadian standard approach for contracting cloud services (common terms and conditions that could be used across jurisdictions).</p>	<p><b>Action Item #2A:</b> Cloud Working Group to provide a progress report on the Cloud Demand Survey and development of a proposal for benefits realization.</p> <p><b>Action Item #2B:</b> PSCIOC members to discuss Business Intelligence, Analytics, and Identity – where we are at on delivering the identity services – at an upcoming PSCIOC teleconference.</p>



**Members' Discussion:**

- Ian Bailey (BC) asked if the working group co-chairs had enough information that can help with the procurement negotiations.

Stephen Gordon responded that it would be helpful to have more connections and being able to leverage this.

Pat Nadarajah added that Shared Services Canada can share more information with the Cloud Working Group.

Denise Gomes suggested for Pat Nadarajah to present to the Cloud Working Group at their next meeting in November.

**Members' feedback related to the development of a Canadian Standard Approach for contracting Cloud Services by the Cloud Working Group:**

- Kathryn Bulko, PSCIOC's IT Procurement Working Group Chair, stated that the IT Procurement Working Group is interested to collaborate with the Cloud Working Group and share what they are doing around Cloud procurement related to terms and conditions.
- Sandra Cascadden (NS) suggested sharing what we are learning related to pre-contract negotiations and people's experiences when moving to Cloud, what are the benefits? Can we come together with stories and experiences about the successes and challenges? Focus on the big organizations like ERPs, Hospitals Information system, Microsoft, etc. Is IBM as sophisticated as they say, for example?
- Denise Gomes (TBS) stated that the Communication Research Centre under Industry Canada does a lot of work for the Government of Canada, a representative can speak about SAP that was installed for the financial management transformation, and one was with Microsoft and can share information about this topic.
- Pat Nadarajah (SSC) added that we really need to understand the resources and security operations; the network pieces to come together before going to Cloud.
- Sandra Cascadden (NS) suggested that for the next PSCIOC teleconference members can discuss in-depth about Business Intelligence and Analytics, and Identity – where we are at on delivering the identity services. That is a strategic conversation.
- Chris Fisher (MISA) recommended for the survey questioning – what value is this bringing to us? Some of the big

**Action Item #2C:**

PSCIOC members to have an in-depth discussion at an upcoming PSCIOC teleconference related to an approach (general understanding) on how to develop the Canadian Standard Approach for contracting Cloud Services.

**Action Item #2D:**

Microsoft Office 365 Sub-Committee to report back to PSCIOC on the current activities of the group at an upcoming teleconference/meeting.



players didn't answer the question. If we are going to go ahead, we need to know if it's a priority.

Ian Bailey (BC) agreed and suggested for Cloud Working Group to develop a proposal for benefits realization.

Sandra Cascadden (NS) added that from her perspective the value of the Cloud survey is to continue to understand the trends for people who are migrating to the Cloud.

- Cheryl Hansen (NB) suggested a discussion with PSCIOC on smaller Cloud applications.
- Denise Gomes (TBS) responded that the Cloud Working Group Co-chairs will look at the survey based on this feedback; this level of detail is important and of seeing value. Will report back to PSCIOC on this matter.
- Ron Huxter suggested a discussion with PSCIOC first about the approach (general understanding) on how to develop the Canadian Standard Approach for contracting Cloud Services.

**B) Update on the work of the Microsoft Office 365 Sub-Committee (Refer to TAB 4B)**

Jackie Stankey, on behalf of Mark Brisson (AB) gave an update on the Microsoft Office 365 Sub-Committee. (This sub-committee falls under the Cloud Working Group.) Jackie noted that the expected outcomes of this committee include information sharing on both technical and business considerations, jurisdictions will have key information available to use to inform their Microsoft O365 strategies and determine readiness to move to O365. The sub-committee will leverage opportunities to work with Microsoft as one Pan Canadian voice to resolve any O365 questions/concerns. A final consolidated report will include answer to key questions, strategies, and recommendations on things such as the value of O365, will be presented at a later date. In regards to next steps, the sub-committee will continue with priority meetings around Enterprise Agreement impacts, Risk & Privacy, Change Management, and Technical, by Microsoft. Next update to PSCIOC scheduled for early 2018.

**Members' Discussion:**

*Please note that some comments are not recorded due to the sensitive nature of the information provided.*

- Ron Huxter (ON) stated that there is a huge difference between the Cloud services offered in the USA vs. Canada (i.e. Microsoft and IBM). He noted that David Nicholl had dealt directly with the headquarters in Seattle and he can share contacts with PSCIOC.
- Sean McLeish (YT) asked about pricing and if there's any movement on a national pricing option.





	<p>Denise Gomes responded that pricing will be discussed with Shared Services Canada who deals with Microsoft; need to better understand the licensing agreement and what is included in bundle.</p> <ul style="list-style-type: none"> <li>Sandra Cascadden (NS) noted that there is an opportunity for a larger entity to negotiate a licensing agreement that everyone can access. There was a discussion a few years ago by PSCIOC about federal government contracts they negotiated and that these would be opened to jurisdictional procurements. Nobody knows about this, how it works and how we can access that.</li> <li>Pat Nadarajah (SSC) stated that when they wrote the procurements agreement these are open to all levels of government however the issue is that the federal government has to figure out how this works out under a master account in terms of monitoring usage among other factors.</li> </ul>	
6.	<p><b><u>Information Sharing Roundtable (Refer to TABS 6A to 6N)</u></b></p> <p>Jurisdictions provided a brief summary of their key priorities and activities in their respective jurisdictions. Please note that only action items arising from each update are captured in the Record of Decision. Members can refer to the jurisdictional information sharing documents provided in the meeting binder for information.</p> <p><b><u>TREASURY BOARD SECRETARIAT OF CANADA</u></b></p> <p>Denise Gomes (on behalf of Alex Benay) provided an overview of TBS's information sharing including the work on Cloud Adoption Strategy, Cloud Governance and Data Sovereignty. Denise offered to share guidance on data residency and sovereignty with PSCIOC members when available.</p> <p><b><u>BRITISH COLUMBIA</u></b></p> <p>Ian Bailey provided an overview of BC's information sharing. In addition Ian asked members if there was interest from the table to participate in a Telecommunications Interest Group. He noted that Roman Mateyko, Executive Director in the Office of the CIO, is one of BC's two strategists who worked on agreement with Telus and on a telecommunications strategy including BC's contracts with Bell and Rogers and a number of other small suppliers of connectivity. Would members be interested in meeting with Roman on a regular basis to discuss issues like telecommunications, supplier performance, negotiation issues, overall strategy around cellular vs Wi-Fi or other difference considerations as LTE5 comes into the marketplace. Roman is willing to coordinate that and thought this would be of value to all jurisdictions.</p> <ul style="list-style-type: none"> <li>Jackie Stankey, on behalf of Mark Brisson (AB) noted that in Alberta this is top of mind now as they are going through their major roll out of VOIP and all network upgrades across the province. It is a two year program and they are moving from Bell to Telus.</li> <li>Tracy Wood (PEI) advised that they have just signed with Telus; moving from Bell to Telus and there are two kinds</li> </ul>	<p><b>Action Item #3:</b> Message to PSCIOC members via the ICCS Secretariat to identify contacts for the Telecommunications Working Group. Members can provide this group some direction/insight in regards to a Terms of Reference and a 12 month workplan.</p> <p><b>Action Item #4:</b> TBS to share guidance on data residency and sovereignty with PSCIOC members when available.</p> <p><b>Action Item #5:</b> Sandra Cascadden suggested for the following topics to be discussed with PSCIOC members at the next teleconference for further scoping:</p> <ul style="list-style-type: none"> <li>changing role of the CIO;</li> <li>innovative solutions and</li> </ul>



of people that she would like to be part of this conversation. One on the technical side to look at things such as business continuity and the other on the strategy side. What types of people are you looking for?

There was unanimous support for this topic.

Sandra Cascadden requested sending message to PSCIOC members via ICCS Secretariat to identify contacts for this group. Members can provide this group some direction/insight in regards to a Terms of Reference and a 12 month workplan. She asked for the message to include the following topics of interest: unified communications, VOIP, Lync vs VOIP vs cellular, smart buildings and the telecom role, supplier negotiations, Wi-Fi, public/private Wi-Fi. Members to identify two contacts for this group; a strategist and a technical person.

#### **PRINCE EDWARD ISLAND**

Tracy Wood provided an overview of PEI's information sharing.

#### **MISA CANADA**

Harry Turnbull provided an overview of MISA Canada information sharing.

- Harry Turnbull encouraged everyone that when they're talking about modernizing and digitizing to remembers that municipalities are the front counter for many of the services and as we're trying to modernize often the processes are tied to a paper form that the provinces still requires a physical signature. Anything we can do to open up those lines of conversation in regards to electronic version of those processes is very important for municipalities.

#### **NEW BRUNSWICK**

Cheryl Hansen provided an overview of New Brunswick's information sharing.

#### **SASKATCHEWAN**

Bonnie Schmidt provided an overview of Saskatchewan's information sharing.

#### **NEWFOUNDLAND AND LABRADOR**

Ellen MacDonald provided an overview of Newfoundland and Labrador's information sharing.

#### **ALBERTA**

Jackie Stankey provided an overview of Alberta's information sharing.

#### **YUKON**

Sean McLeish provided an overview of Yukon's information sharing.

#### **ONTARIO**

- partnerships;
- jurisdictional collaboration on pilots;
- Blockchain and artificial intelligence working in collaboration with private sector
- discussion on whether or not to invite Microsoft to the next in person meeting.

#### **Decision #3:**

Unanimous support from PSCIOC members for participation on the Telecommunications Interest Group.





Ron Huxter provided an overview of Ontario's information sharing.

### **NOVA SCOTIA**

Sandra Cascadden provided an overview of Nova Scotia's information sharing.

Following Sandra's update there was a discussion on the changing role of the CIOs, the following members' comments were noted:

- Ian Bailey (BC) commented about the roles of the CIO and service delivery coming closer together. He noted that in BC, this is one of the keys to attract the right people.

Sandra Cascadden suggested that the topic of the "changing role of the CIO" could be a topic for discussion at the PSCIOC table. We can talk about how they are finding themselves changing and how each of us is trying to figure their way through this and what some have figured out and do some information sharing on this. It may be worthwhile for us to put this on as an agenda item.

- Alexander Bourque conveyed a message on behalf of Alex Benay (PSCIOC Co-Chair). He stated that a lot of the themes from the PSCIOC and the Joint Councils meeting are very much in alignment with TBS. He noted that at the Joint Councils' meeting, there was a mention of pilots and of advancing the work in bite size chunks and coming forth with tangible outputs and there is an appetite for this but was not sure where to take that discussion and if this is something that the PSCIOC wants to pursue. If we think about artificial intelligence and Blockchain and how private industry is so many steps ahead, the danger of us as a community not investing in that and moving forward is that we will not be able to continue to have the same conversations with our banks and various sectors because they will have moved on. We might increase the digital divide if we don't invest in that. He asked if there was an opportunity to put some of the resources to use for experimentation or moving things forward in the spaces that are a little more abstract. Just wanted to raise this and see if there is an appetite and this could help shape the next discussion.

Sandra Cascadden suggested the need to summarize and bring back these topics for discussion to the next conference call and see if we agree on the larger themes that have come out over the last couple of days and look at how we are going to tackle them. It's good to have a conversation about some of the operational things but we can also put our people together to deal with the operational issues. We are heading along the right path. This is about moving toward strategic conversations on how do we make things happen. There have been many things happening at this table but we do want to have some tangible outcomes.

- Ian Bailey (BC) noted BC would like to be involved in pilots and proof of concepts with others such as Ontario. BC is on its 2<sup>nd</sup> proof of concept on Blockchain and it's doing similar things to what Ontario and ISD are doing. Would like to find a way to work more closely together on those things.



	<ul style="list-style-type: none"> <li>Jackie Stankey noted that about two years ago she attended a Clerks and Cabinet Secretaries policy innovation conference. She mentioned Challenge.gov. The US government puts up money for innovative solutions to problems. She is not sure how they get around procurement but is a flexible way to get around this - this is something that could infuse our governments with innovation.</li> <li>Denise Gomes advised that they have started to do one or two of those challenges. Alexander Bourque advised that TBS did an agile procurement pilot where in two months they awarded a \$75K contract. There was a dragon's den approach where something was awarded on the spot in Waterloo two weeks ago and there is a hack-a-thon. So maybe we can partner on this.</li> </ul> <p>Sandra Cascadden suggested for the following topics to be discussed with PSCIOC members at the next teleconference for further scoping:</p> <ul style="list-style-type: none"> <li>changing role of the CIO;</li> <li>innovative solutions and partnerships;</li> <li>jurisdictional collaboration on pilots;</li> <li>Blockchain and artificial intelligence working in collaboration with private sector</li> <li>discussion on whether or not to invite Microsoft to the next in person meeting</li> </ul>	
7.	<p><b><u>Other Business:</u></b></p> <p><b>A. PSCIOC Action Items from previous meetings (Refer to TAB 6A)</b></p> <p>Co-Chair noted that action items #1 and #4 have been completed. No action items to discuss.</p> <p><b>B. Update Reports from PSCIOC sub-committees and working groups (Refer to TABS 6B and 6C)</b></p> <p>Co-Chair reminded members that reports from the ICT Policy Work Group and IT Procurement Working Group have been provided for information. Thank you to the Sub-Committees for their reports and work.</p> <p><b>C. PSCIOC Evaluation Form</b></p> <p>Co-Chair reminded members to complete the evaluation form for the meetings.</p> <p>The Co-Chairs thanked all members/observers for their participation.</p> <p><b>The meeting adjourned at 4:15 pm ADT.</b></p>	