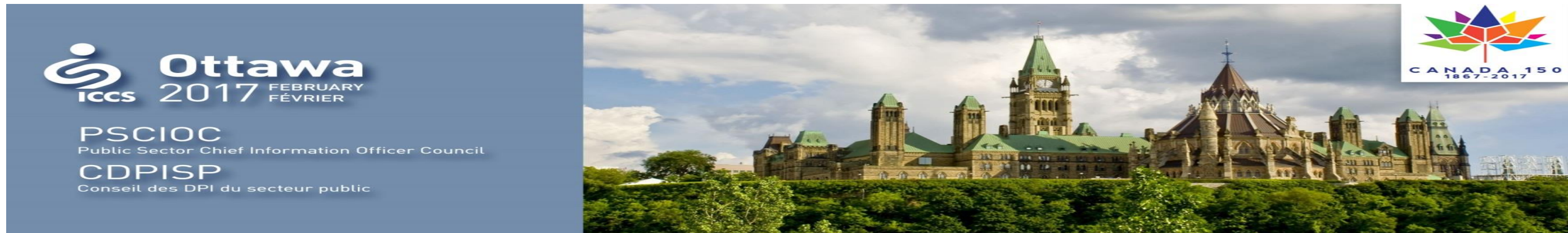




PSCIOC Information-Sharing Alberta – February 2017

<p>JURISDICTION: Alberta DATE: February 2017 CONTACT: Mark Brisson, ADM and Corporate CIO (mark.brisson@gov.ab.ca) Ph: 780-644-4529</p>	<p>Contact</p>
<p>1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.</p> <ul style="list-style-type: none"> • MyAlberta eServices Program (eservices.alberta.ca) – Provides an easy and secure way to pay for various government services. MyAlberta eServices enables ministries to offer citizens online self-service delivery options. New products available on the website include: FOIP requests, traffic fine payments, security services licences, Alberta Parks passes, as well as special event registrations. These initiatives ensure that public demand for digital services is met and Albertans have quality interactions with Government. <ul style="list-style-type: none"> ○ This new way to pay traffic fines online saves taxpayers nearly \$2.5 million each year in fees and administrative costs. ○ The website was used to facilitate payment and registration for several events with international delegates, bringing potential investors to Alberta. • MyAlberta Notify (eservices.alberta.ca/notify) – Launched April 2016, the new service makes it easy for Albertans to sign up for free email renewal reminders to alert them before their vehicle registration, driver's licence, or Alberta identification card expires. <ul style="list-style-type: none"> ○ Moving to electronic notices saves taxpayers more than \$3 million per year, while providing more modern and convenient reminder options for drivers. • MyAlberta Digital ID Program (id.alberta.ca) – Provides Albertans with a secure username and password, so they can easily access a variety of Government services online. Having a single platform for online identity management enables government to provide citizens with a familiar and consistent experience no matter what online program or service they need. <ul style="list-style-type: none"> ○ Service Alberta is collaborating with other Alberta departments to onboard more services to the program. ○ A technical proof of concept has been successfully completed with an Alberta municipality and a federal department, which is the first step toward enabling Albertans to use their MyAlberta Digital ID seamlessly across jurisdictions. • GoA Cyber Security Strategy – The Cyber Security Strategy was developed in 2016 and approved in January 2017. This document sets the direction for Cyber Security for the GoA for the next 3 to 5 years. • First Core Infrastructure Disaster Recovery Test – The first ever full simulation of a disaster involving the full shutdown of the primary GoA data centre with recovery of services to the secondary data centre was successfully performed in November 2016. 	



2. Priorities:

Briefly describe what your organization sees as its **top IT/IM priorities/initiatives over the next 12 to 36 months.**

- **One Government IMT Enterprise** – includes focusing in on the following IT priorities:
 - Enterprise Governance, IMT Strategy, IMT investment/funding model, IT Security; Application Rationalization and Governance, Data Centre Re-engineering, Enterprise Licensing Strategy and Enterprise Resource Planning
- **IMT Governance Transformation** – Transition to an organization-wide approach to IMT that prioritizes strategic decision making, greater ability to generate and measure IMT business value across the GoA, and agility in leveraging resources (information and people) across Departments.
- **Enterprise IT Environment** – rationalize IT infrastructure and services to a GoA-wide stewardship of IT infrastructure operating and capital maintenance resulting in reduced redundancy and complexity, strengthened disaster recovery capability and a consistent IT service experience across the GoA.
- **Fully Enabled Digital Government** – The Government is working toward achieving “One Citizen, One Identity” by continuing to enhance how it captures, manages and shares information to develop a single view into how citizens engage with the Government to support efficient delivery of services. Key pillars include the continued development and rollout of ([MyAlberta Digital ID](#)) and ([MyAlberta eServices](#)) to all levels of government.
- **Common Business Number** – Funding committed to adopt the federal Business Number and project stakeholders are engaged. Service Alberta is currently developing the Search and Retrieval application for the Alberta Common Business Number gateway that will connect all Government of Alberta business units and Alberta municipalities to the CRA’s Common Business Number service. The proposed development timeline for completion is March 2017. Corporate Registries has commenced the project to gather business and system requirements with a proposed timeline for completion of November 2017. A draft Letter of Concurrence to formalize the intent to pursue and develop MOU with CRA is ready for signature.
- **Evolving the Cyber Security Posture** – Implementing improved User Access Control tools and focusing our attention on Cyber Security Intelligence.
- **Developing IT Security Risk Management GoA-wide Practice** – This framework is required to assist in identifying, assessing, tracking and managing IT Security Risks and treatment plans across the GoA.
- **Hardening of the Cyber Security Posture** – Improve periphery security protection controls including Managed Security Services transformation, Disaster Recover Practice improvements, evolution of Information Security Management Directives.
- **Cyber Security Awareness and Training Enhancements** – The first line of defense against cyber attacks is also the weakest point in any security program: people. The best tool is awareness and training.
- **GoA Cloud Strategy** - Implement a brokered cloud service model through the introduction of public cloud based Infrastructure as a Service and Platform as a Service offerings.
- **Enterprise Architecture Renewal** – development of reference standards for enterprise architecture framework and new enterprise architecture. Development of a business capability model and enterprise architecture central repository.



	<ul style="list-style-type: none">• Open Data / Analytics (open.alberta.ca) – is available through Government’s Open Data portal. In the last year, its platform was modernized and the Open Information catalogue was published. The portal has grown to include 2000 datasets and more than 4000 documents. The “Apps for Alberta” contest hosted in 2015 received 29 submissions. The Government is focused on three priority areas: building a plan for Government enterprise data analytics, continuing to add open data and publications to the new Open Government Portal, and working to federate the Alberta Open Government portal with the Government of Canada’s Open Data portal.• IMT Service Investment – Maturing the service investment framework through process refinement, incorporating service cost discussions into monthly forecast reviews, promoting and educating service delivery teams on service costing and pricing, and assessing opportunities for process automation. This process ensures services are competitively priced, leverage economies of scale, returns value and services are sustainable long term.• Application Transformation – Develop an application framework that ensures a standardized approach for the lifecycle of GoA Applications. An enterprise application repository was piloted in December 2016, with further validation continuing this calendar year.• MyAlberta eServices Program – Service Alberta is working with stakeholders to maximize the number of services offered through the website. A three-year roadmap has been developed to help coordinate projects, onboarding activities and continuous improvement initiatives. Highlights from the roadmap include: annual passes to Alberta heritage facilities, traffic collision reports, and commercial vehicle inspection decals,.• MyAlberta Digital ID Program – Service Alberta is working to establish MyAlberta Digital ID for businesses. These businesses will realize many of the same benefits citizens experience today (i.e. convenience of accessing services online). Government is working with federal, provincial, and territorial jurisdictions to ensure that MyAlberta Digital ID enables secure identity information sharing across Canada.<ul style="list-style-type: none">• MyAlberta Verify is a new service that enables Government to digitally confirm and verify the identity of citizens, and follows the Identity Assurance requirements defined by the Pan-Canadian Identity Assurance Trust Framework. MyAlberta Verify enables the digital transformation of government services once considered too sensitive to deliver online (i.e. health records).• CDI Hub/Alberta Hub is a part of the Province of Alberta’s digital identity roadmap. The Alberta Jurisdictional Hub has been built in collaboration with the CDI Hub committee and various working groups. MyAlberta Verify utilizes the Alberta Jurisdictional Hub for an Alberta-based level 3 identity.	
--	--	--



<p>3. <u>Issues and Needs:</u> Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.</p>	<p>Additional information from other jurisdictions in the following areas would be beneficial:</p> <ul style="list-style-type: none">• Application modernization programs and strategies• Deployment and use of CMDB within other organizations• Application portfolio management• VOIP deployment learnings• Unified communications deployments• Blockchain strategy and development;• Online/Digital Services strategy and development;• Digital Identity management strategy and development;• eCommerce strategy and development;• Re-platforming efforts• Open Data (data analytics and federated model) strategy and development;• Management of Enterprise IT licensing agreements• Centralization of hardware maintenance agreements• Chargeback models• Service/One Card strategy and development.• Identity Management - Alberta wants to become a certified credential provider similar to GCKey and SecureKey and a trusted identity provider. This will allow Albertans to use their MyAlberta Digital ID to access online services provided by the federal government. This will also enable Alberta to provide Passport Canada with a level 3 identity for Albertans so they can complete online passport renewals.• Growth and Evolution in Cyber Security Services Demands to Meet Evolving Cyber Threat – The cyber threat is constantly evolving, requiring our security controls to evolve to meet the demand; more resources are also required to perform the various security services including new ones such as Threat Intelligence Analysis, Penetration Testing/Ethical Hacking, as well as a significant growth in the number of Forensic Investigations.• Move of Services and Information to the Cloud Requires Plans, Standards and Guidelines – Moving to the cloud necessitates planning and the implementation of new standards as well as the update of existing standards that cannot meet cloud related challenges and requirements.	
---	---	--



	<ul style="list-style-type: none">• Cloud Services – An understanding of other jurisdictions treatment of cloud services agreements.<ul style="list-style-type: none">○ Have any jurisdictions developed a policy on use of cloud services?<ul style="list-style-type: none">▪ Do other jurisdictions sign cloud provider contracts, terms and conditions? Small scale? Large scale?▪ What requirements do other jurisdictions have for third party liability related to cloud service agreements?▪ Have other jurisdictions implemented cloud or hybrid cloud solutions? If so to what degree and level of success?<ul style="list-style-type: none">• IaaS, PaaS, SaaS?• Microsoft O365?• Microsoft Azure?○ Have any jurisdictions put in place a large scale cloud broker service (to manage procurement and delivery of IMT services through cloud providers?)• Vendor and Contract Management Community of interest<ul style="list-style-type: none">○ Is there interest in establishing a cross jurisdictional community of interest related to vendor and contract management practices including but not limited to:<ul style="list-style-type: none">▪ Information technology services procurement▪ Negotiated contracts as an alternative to Contract A▪ Cross jurisdictional standing offers or procurements of IT products and services• Are there any jurisdictions with initiatives/programs that use digital platforms for public engagement or to solicit feedback on programs/policies?• What are some of the biggest successes in using analytics to predict citizens/organizations needs or improve programs/services? <p>Have any jurisdictions developed a digital strategy or digital adoption toolkit/readiness assessment?</p>	
--	--	--