



## PSCIOC Information-Sharing Template – September 2016

JURISDICTION: British Columbia		Contact
<p><b>1. <u>Accomplishments:</u></b> Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.</p>	<p><b>CloudBC</b></p> <ul style="list-style-type: none"> <li>Established participation framework to formalize CloudBC governance, funding model and roles &amp; responsibilities – signed by 14 participating B.C. public sector entities.</li> <li>Completed procurement materials to pre-qualify IaaS and PaaS services, to result in Framework Agreements available to B.C. Government and broader public sector.</li> <li>Issued the CloudBC Invitation to Submit Offers (ITSO) for IaaS and PaaS on July 15, 2016 on BC Bid, the B.C. public sector procurement platform (Refer to: Solicitation File ON-002797).</li> <li>Continued engagement with vendors and other jurisdictions to inform delivery model, procurement strategy, and best practice terms and conditions.</li> <li>In-depth discussions with Microsoft and supporting readiness analysis on an ongoing-basis, working towards a common contract framework for Office 365 for B.C. Government and broader public sector.</li> <li>CloudBC Technical Working Group has been established and has prepared guidance and recommendations for network connectivity solutions for B.C. public sector to cloud providers.</li> </ul>	<p>Pierre Vorster</p>



	<p><b>BC Government Cloud Services</b></p> <ul style="list-style-type: none"> <li>• Implemented and continued line of business service activations across all ministry sectors of Canadian data resident and privacy compliant IaaS cloud services; first IaaS workloads are now provisioned (HPE Canadian public sector community cloud).</li> <li>• First phase implementation of a new data sovereign SaaS IT service management solution for all ministries (HPE Service Anywhere).</li> <li>• Continued as co-chair of the PSCIOC Cloud Working Group with Treasury Board of Canada Secretariat, recently issuing the Pan-Canadian assessment of demand for cloud services.</li> <li>• Conducted a series of ministry line of business engagement sessions focussed on enterprise cloud enablement; adoption workshops are to follow in the fall of 2016.</li> <li>• Ministries participated in the Microsoft Azure Private Preview Program from February to June 2016 and evaluation informed decision-making for successful cloud adoption.</li> <li>• Initiated a full enterprise assessment of demand for cloud platforms and services, with early results are anticipated end of August 2016 with synthesis to follow.</li> </ul>	Stephen Gordon
	<p><b>Microsoft O365</b></p> <ul style="list-style-type: none"> <li>• Completed conceptual privacy impact assessment for Canadian datacentres.</li> <li>• Completed 8 high level security threat risk assessments (STRA's) for O365 services and Azure Cloud infrastructure.</li> <li>• Converted Microsoft Office licensing to O365 subscription based contract.</li> <li>• Implemented identity federation services to enable staff to access Microsoft Office in the Microsoft Cloud.</li> <li>• Assessed overall readiness to adopt O365 and Azure Cloud.</li> <li>• Presented conceptual privacy impact assessment and security threat and risk assessment for O365 services and Azure Cloud infrastructure summary to the Office of the Information and Privacy Commissioner for B.C.</li> <li>• Completed initial assessment and provided options and recommendations for network connectivity for Cloud Services.</li> </ul>	Chris Hauff



	<b>BC Developers' Exchange</b> <ul style="list-style-type: none"> <li>Work on the <a href="#">BC Developers' Exchange</a> continues. Organizations such as BC Assessment, the Queens Printer and the Province are actively collaborating with developers to create real-world tech solutions to business needs: <ul style="list-style-type: none"> <li>Create an API specification to deliver property assessment data;</li> <li>Find improvements to the code to better deliver provincial legislation; and</li> <li>Co-develop enhancements to improve the functionality of engage.gov.bc, the Provinces' WordPress engagement platform.</li> </ul> </li> </ul>	Peter Watkins
	<b>Information Security</b> <ul style="list-style-type: none"> <li>Introduced new cybersecurity technology aimed at preventing and detecting sophisticated cyberattacks and mitigating harmful impacts with advanced threat detection, network visibility and security analytics.</li> <li>Launched Enterprise Mobility Management (EMM) solution designed to protect sensitive information on mobile devices.</li> <li>Matured recent Digital Certificate Service to increase functionality and compatibility for ministries and other clients supporting encrypted communications and authentication.</li> <li>Conducted LEAN project to improve efficiency and effectiveness of Security Threat and Risk Assessments (STRA).</li> <li>Developed Vulnerability and Risk Management team, fully scanned and identified external vulnerabilities across entire network, communicated to ministries for remediation.</li> <li>Evolved Security Operations Centre including new Security Incident Response plan and team.</li> <li>Maintained PCI Compliance for government infrastructure supporting credit card payments.</li> <li>Held another successful Privacy &amp; Security Conference in February 2016 followed by a one-day Security Day Conference in June focused on Data Security.</li> </ul>	Gary Perkins



### BC Services Card Program

- The Program is into year three of a five-year card roll-out with 3.6M BC Services Cards issued as of July 31, 2016.
- The Card is currently being used by citizens as a CareCard replacement and identity credential.
- Between June 16 and July 15, 2016, a pilot was conducted by Land Title & Survey Authority (LTSA) with several lawyers, notaries and land surveyors using their BC Services Card to access LTSA's existing online portal service.
- Other active onboarding opportunities underway are:
  - Ministry of Finance - Biller Direct
  - Ministry of Finance - PayBC
  - Provincial Health Services Authority/Canadian Blood Services - CareConnect
  - Ministry of Education - Student Transcripts Service
  - Ministry of Technology, Innovation and Citizens' Services – BC Biometrics, to be used by Ministry of Public Safety and Solicitor General for the Okanagan Correctional Centre
- During September and October 2015, passcode issuance training was piloted with staff in 15 Service BC offices. Feedback from this pilot training was used to finalize the training module.
- Research and usability testing was conducted to better understand the needs and expectations of citizens when using their BC Services Card to access online government services. Citizen testers used a USB card reader or near field communication (NFC) enabled mobile device. Twenty-two (22) people at five Service BC locations across the province participated.
- A prototype solution for in-person authentication was developed that focused on online authentication scenarios. Work included developing the user interface, business logic, and logging for an in-person authentication component that could be embedded in a relying party's web application.
- The mobile card reader application developed for Android devices was successfully published to the Google Play Store on February 10, 2016.

Sophia Howse





	<p><b>Connecting BC</b></p> <ul style="list-style-type: none"> <li>• In June 2015, the Province launched the \$10 million Connecting BC Grant Program, a new multi-year, province-wide program designed to help expand and enhance rural high-speed Internet connectivity in B.C. The program is administered by the Northern Development Initiative Trust. To date, over 150 B.C. communities will benefit from this program with over \$7 million in Connecting BC grants. The program has leveraged nearly \$15M from various funding sources, including the federal Digital Canada 150: Connecting Canadians Program.</li> <li>• To enhance public safety, the ministry continues to work with the TELUS to expand access to cellular services along unconnected segments of provincial highways. As of July 2016, over 1,600 kilometers have been completed, with the rest to be completed by end of 2016.</li> </ul>	Susan Stanford
	<p><b>Network Communication and Collaboration Services</b></p> <ul style="list-style-type: none"> <li>• Into year three of five-year voice and network modernization initiative.</li> <li>• Connect Me Project - Deployed over 2,500 Microsoft Lync Enterprise Voice endpoints replacing legacy voice technology.</li> <li>• Upgrading all Telepresence Rooms across the Province by October 2016.</li> <li>• Have now transitioned 700 sites, over 50 per cent of the 1,305 government sites to the TELUS Converged Edge Network.</li> <li>• Provincial Learning Next Generation Network transition of over 80 per cent of 1,600 schools to TELUS Converged Edge Network.</li> <li>• Completed Skype Federation with government Lync 2013 infrastructure.</li> <li>• Completing STRA and Privacy Impact Assessments (PIA's) in preparation for leveraging Microsoft Exchange Online Protection (Email Filtering) and Skype Meeting Broadcast (webinar functionality).</li> <li>• In design and planning phase for Microsoft Express Route to O365 and Azure Services in Microsoft Data Centres.</li> </ul>	Chris Hauff



	<p><b>Strategic Partnerships Office (SPO)</b></p> <p>The Strategic Partnerships Office (SPO) has continued to focus on developing its internal skills and expertise and extending strategic deal management knowledge across core government over the last year. SPO has directly supported approximately 7 deals/initiatives through key deal lifecycle stages in the past six months, including work in support of the Workplace Technology Services, Facilities Management and Service BC Contact Centre procurement projects.</p> <p>SPO extended its critical readiness strategy to develop internal staff skills, knowledge and expertise in critical deal management areas. In support of capacity building, at the deal level, SPO provided a total of 1,184 training hours by the Centre for Outsourcing Research and Education (CORE) for approximately 74 individuals. Nine executives from across core-government and the BPS attended a one-day ADM-level course on outsourcing best practices and trends. Additionally, SPO provided two 2-day courses on Advanced Negotiations. Thirty-six individuals attended these two courses.</p> <p>Across the portfolio, SPO conducted a skills assessment on eleven contract offices to capture the level of experience against a catalogue of forty-two key skill areas.</p>	David Morel
	<p><b>Device Services Procurement</b></p> <ul style="list-style-type: none"> <li>Completed third party business case to confirm joint Province-Health Authority procurement approach.</li> <li>Completed market scan to compare current workstations services against similar organizations.</li> <li>Initial draft of acquisition plan, procurement document underway.</li> <li>Completed update of business requirements for provincial procurement.</li> </ul>	Nadine Criddle
	<p><b>Architecture and Standards</b></p> <ul style="list-style-type: none"> <li>Completed Cloud Reference Architecture for core Government</li> </ul>	Derek Rutherford



### **IM/IT Capital Investment**

- Began the implementation of Copperleaf's C55 Asset Investment and Portfolio Management system to strengthen and standardize the process for prioritizing and funding new applications and maintaining existing applications. The new tool will provide government with a resource to identify the optimal blend of capital maintenance and new investment, align investment decisions to strategic priorities and to model different investment options depending on strategic priorities and budget availability. The application also provides a robust application inventory and health check component that is currently being implemented.
- Developed additional planning guidelines and updated and enhanced planning templates to improve capital and operating analysis of IM/IT capital projects.
- Successfully introduced a new two-step planning process. The process starts with a Concept Case, a three page summary outlining the business problem to be solved and high-level options, timing, costs, risks and benefits. The projects are then prioritized and consolidated down to the top priorities, and projects then move to the Business Case planning phase. The new approach saves time, cost, and effort, and allows government to more quickly focus on the projects most likely to receive funding approval.
- Completed IM/IT project leadership mentoring program for senior leaders of large IT-enabled business projects. Project was highly successful.
- With the Public Service Agency, designed organizational structure and staffing approach for large IT-enabled projects (+\$20M) and used the process with existing large IT-enabled projects.
- Completed project across ministries to move funding from contractual services into staffing and to hire additional IT project staff to augment and improve government's management of the projects
- Initiated IT project governance and assurance (audit) project with external third party, the Office of the Comptroller General and with the involvement of the Office of the Auditor General. Project has completed research and interviews and is now drafting reports and recommendations.

Philip Twyford







	<p><b>Microsoft O365</b></p> <ul style="list-style-type: none"> <li>• Implement findings of the Office365 readiness assessment.</li> <li>• Complete privacy impact assessment – currently with the Information and Privacy Commissioner for review.</li> <li>• Complete pilot of Office365 in government, focusing on Email, SharePoint and One-Drive.</li> </ul>	Chris Hauff
	<p><b>BC Developers' Exchange</b> The roadmap for the BC Developers' Exchange will be public and continuously updated. The roadmap will be published by September 2016, the themes are:</p> <ul style="list-style-type: none"> <li>• <b>Kick start your first release:</b> The idea is a bootcamp for project teams to discover new methodologies, including: <ul style="list-style-type: none"> <li>○ Design Thinking,</li> <li>○ Customer-centered Service Design</li> <li>○ Lean Start-up and minimum viable product development (e.g. rapid prototyping)</li> <li>○ Agile Methodology and Scrum</li> <li>○ DevOps</li> </ul> </li> <li>• <b>Sprint With Us:</b> a concept to make it easier and faster for the tech community to work with government.</li> <li>• <b>Code for Government Ready Products:</b> to enable tech entrepreneurs and software developers to build products that can be easily accepted by government and rapidly deployed from the development environment to the production environment.</li> <li>• <b>Code with Us – Paid:</b> a foundational tool for collaboration on the BCDevExchange between government projects and the tech community.</li> <li>• <b>Code with Us – Volunteer:</b> will make space for the developers motivated by public spirit to make a difference where they live.</li> </ul>	Peter Watkins



### Information Security

- Continued focus on key security imperatives enabling us to mitigate risk from increasing cybersecurity threats. The strategic imperatives are achieving cybersecurity resilience, context-aware protection of data, and asset & incident management.
- Complete first significant outsourcing of security capability through Secure Internet Service (SiS) project.
- Shift focus from network security to data security and protecting sensitive information assets.
- Build Data Security Roadmap , Database Security Standard.
- Develop and publish new Information Security Classification.
- Launch new services assisting with protection of sensitive information such as Secure File Transfer.
- Deploy changes from LEAN project focused on improving Security Threat and Risk Assessments.
- Mature recently developed Vulnerability Management Program.
- Review and/or develop Corporate Information Security Risk Register, Risk management framework, Information Security Assurance Framework, Security Architecture Framework.
- Develop further standards for mobile, cloud, and application security (eg. Mobile Apps, Web Apps, Dev Ops, Agile/Scrum).
- Promote use of newly launched Digital Certificate Service.
- Focus on 'securing the human' through additional information security awareness, education, training and evaluation of effectiveness through phishing campaigns.
- Develop Annual Security Course and begin Public Awareness.

Gary Perkins



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### **BC Services Card – Onboarding Services**

- Continue working with BC Services Card Program partners – the Ministry of Health and ICBC – to complete card issuance to all eligible BC residents by 2018.
- Continue to work with government and broader public sector clients regarding potential opportunities to expand use of the BC Services Card, such as:
  - Ministry of Advanced Education - StudentAid BC
  - Ministry of Advanced Education/Government Communications & Public Engagement – myGov portal
  - Ministry of Education - MyEducation BC
  - Ministry of Justice - Court Services Digital Program
  - Ministry of Social Development and Social Innovation – My Self Serve portal
- All Service BC offices targeted to complete online passcode issuance training modules by end of September 2016.
- Finalize the production-ready solution which allows in-person authentication using the Photo BC Services Card.
- Expand mobile authentication options to offset card reader/passcode issuance.
- Continue to support a consistent and quality user experience by providing the underlying tools for citizens and businesses to access government services on a digital platform. For example, a corporate service where a business owner would have a single point of access for its major business transactions with government.

Sophia Howse



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	<p><b>BCeID and Common Logon Page (CLP) – Usability Enhancements</b></p> <ul style="list-style-type: none"><li>• The look and feel, and content of BCeID and CLP applications are being updated:<ul style="list-style-type: none"><li>○ To align with BC's Government Communication and Public Engagement web standards and to be mobile-friendly.</li><li>○ To support ministries launching new systems that require a more streamlined user experience for CLP and BCeID.</li><li>○ To move towards a common look and feel for the BC Government main authentication services, e.g., BCeID, BC Services Card, CLP.</li></ul></li></ul>	Sophia Howse
	<p><b>Connecting BC</b></p> <ul style="list-style-type: none"><li>• The Province will continue to encourage Internet service providers across B.C. to apply for the Connecting BC Grant Program, until funds are exhausted. Additionally, the Province will continue to explore opportunities to work with different levels of government to leverage investments that improve Internet connectivity.</li><li>• The Network BC Connectivity Map shows where and what type of connectivity is available throughout B.C. A new version of the map was launched in July 2016 to show both high-speed Internet and cellular mobility coverage areas (link to: <a href="#">Network BC Connectivity Map</a> ). Network BC will continue to develop the map to show increasingly granular and accurate information. The map can help identify gaps in coverage and where further investment may be needed in order to reach our connectivity targets.</li><li>• The Province is currently exploring the feasibility of a new Northern Connectivity Initiative, and is in the conceptual planning stage. Funding options are being explored and the initiative has been identified as a potential candidate project under Infrastructure Canada's New Building Canada Fund.</li></ul>	Susan Stanford





	<p><b>Telecommunication Coordination and Service Delivery</b></p> <ul style="list-style-type: none"> <li>• Implementation of the OCIO's new mandate to align and coordinate telecommunications policy, investment and activities across core government and the broader public sector in support of government's priorities and objectives (e.g., connectivity, job creation, investment)</li> <li>• Network Modernization initiative to transition 1,305 government locations and 1,600 K to 12 public schools to the next generation network through the strategic telecommunications deal with TELUS.</li> </ul> <p>Other modernization initiatives will include:</p> <ul style="list-style-type: none"> <li>• Implementing secure GPS Business Extranet to connect TELUS CE network direct to Crown corporations and Health Authorities.</li> <li>• Implementing secure cellular mobile gateways to provide private cellular access to government networks.</li> <li>• Direct Internet access and security controls to government data centres in Kamloops and Calgary.</li> <li>• Continued enhancements to government contact centre services – IVR, Workforce Management, Oracle CRM (Frontline).</li> </ul>	Chris Hauff
	<p><b>Strategic Partnerships Office (SPO)</b></p> <p>Between 2016-2021, 10 SPO contracts currently will reach end of term and require re-procurement or repatriation. SPO provides oversight and direct support across an increasingly demanding project portfolio for the following deals:</p> <ol style="list-style-type: none"> <li>Workplace Technology Services Procurement Project expires March 2017 with an optional transition year for procurement.</li> <li>Service BC (contact centre), expired 2016.</li> <li>Facilities Management Contract, expires 2019.</li> <li>Human Resource Management System (payroll), expires 2019.</li> <li>Health Insurance British Columbia, expires 2020.</li> <li>Revenue Management Services, expires 2020.</li> </ol>	David Morel



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	<b>Device Services Procurement</b> <ul style="list-style-type: none"><li>The Province and health authorities are anticipating proceeding to procurement in the fall.</li></ul>	Nadine Criddle
	<b>Architecture &amp; Standards</b> <ul style="list-style-type: none"><li>Publish government's Strategy for Managing Digital Information</li><li>Complete business case and Privacy Impact Assessment to support negotiation of deal with Microsoft for Office 365 adoption.</li><li>Increase the adoption of Enterprise Business Architecture for IT investment planning</li><li>Improve relationships with Key Business leaders to develop an improved engagement process to increase value of IT in enabling service delivery</li></ul>	Derek Rutherford
<b>3. <u>Issues and Needs:</u></b> Briefly describe any <b>issues you would like to share with the Council</b> and what assistance you might be seeking from PSCIOC.	<b>BC Government Cloud Services</b> <ul style="list-style-type: none"><li>We are interested in learning what other jurisdictions are doing and exploring ways to collaborate on objectives and priorities with our next specific focus on Software as a Service (SaaS) and development of a plan to address this opportunity</li></ul> <b>CloudBC</b> <ul style="list-style-type: none"><li>Communities of practice covering both technical and business domains, with representation from CloudBC entities, are being established to share knowledge and collaborate on issues. We would welcome representatives from PSCIOC to join as observers.</li></ul>	Stephen Gordon



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### **Information Security**

- Need for common assessment and capability maturity model for comparability across FPT jurisdictions in effort to raise the water level of security capability across Canada.
- Need for common Information Security Classification Standard across Canada to promote ease of Cloud Adoption.
- Need for unprecedented timely sharing of information relating to threats and incidents.
- Opportunity for fierce collaboration between organizations – thinking outside the box when sharing information and capabilities between Federal Provincial Territories to increase quality and avoid duplication of effort.
- Achieve further efficiencies through shared procurement not restricted to technology but education/training as well (eg. cyber incident response for critical infrastructure protection).

Gary Perkins



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### **IM/IT Capital Investment**

- Complete and verify the implementation of Copperleaf's C55 Asset Investment and Portfolio Management system to strengthen and standardize the process for prioritizing and funding new applications and maintaining existing applications.
- Strengthen data analytics to assess the application inventory and attributes associated with government's current applications across government.
- Begin engagement and planning for application rationalization as part of next IT capital planning process based on updated data in C55.
- Move existing planning process and templates into C55 so ministries only need to enter information once and to better capture decisions and information to support the management of the IT capital portfolio across the application lifecycle and over multiple years.
- With ministries and the Public Service Agency, develop standardized job profiles for senior IT leaders, including ministry CIOs, and talent management and succession management strategy.
- Enhance talent management and support succession management, while improving project management by piloting an IT portfolio project management office approach to group smaller IT-enabled business projects together and manage them as one portfolio.
- Standardize IT-enabled project leadership development and mentoring approach across government building on the work of the recent successful pilot.
- Continue next phase of the project across ministries to move funding from contractual services into staffing and to hire additional IT project staff to augment and improve government's management of the projects.
- Complete IT project governance and assurance (audit) project with external third party, the Office of the Comptroller General and with the involvement of the Office of the Auditor General. Introduce standard framework and training in COBIT5 and related methodologies to improve project governance and audit preparation.





<p>4. <b><u>Planning for Council Meetings:</u></b> Please <b>identify topics of particular interest</b> to your jurisdictions for future Council Meetings. <i>(Please provide a brief description for each item.)</i></p>	<ul style="list-style-type: none"> <li>• <b>BC's priorities will continue to be identity management, cloud services adoption and cybersecurity.</b></li> </ul>	
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