

PSCIOC Information-Sharing Template – February 2019

Information Sharing is collected for the purpose of the PSCIOC Meeting of February 2019.

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JURISDICTION: Alberta		Contact
1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.	IMT Governance Transformation <ul style="list-style-type: none"> • Alberta's IMT service delivery is now supported by 7 IMT Sectors (Health is currently out of scope but will be included in the future): <ul style="list-style-type: none"> ○ Workforce Development (Advanced Education, Education, and Labour) ○ Environment and Resources (Agriculture and Forestry, Environment and Parks, Energy, and Indigenous Relations) ○ Community Services and Safety (Justice and Solicitor General, and Culture and Tourism) ○ People, Families, and Communities (Children's Services, Community and Social Services, Seniors and Housing, and Status of Women) ○ Economy and Growth (Transportation, Infrastructure, Economic Development and Trade, and Municipal Affairs) ○ Government Services (Executive Council, Public Service Commission, Service Alberta, and Treasury Board and Finance) ○ Enterprise Services (provides enterprise level IMT services to the other 6 sectors) 	<p>Mark Brisson Corporate Chief Information Officer Service Alberta mark.brisson@gov.ab.ca (780) 644-4529</p> <p>Timothy Jobs Chief of Staff Service Alberta timothy.jobs@gov.ab.ca (780) 644-4381</p>
	MyAlberta eServices and Digital ID <ul style="list-style-type: none"> • MyAlberta eServices 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"> ○ Since its public launch in 2015, more than seventy-five products and services have been made available on the site, and over 1.5 million transactions have been completed, totaling more than \$250 million. • MyAlberta Digital ID Program 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"> ○ Currently, eight services are available to users. ○ Service Alberta redesigned the site's UI/UX, making it easier to create and verify a MyAlberta Digital ID account. Service Alberta also enabled Albertans to scan their identification card instead of typing in data to simplify the verification process. ○ In September 2018, Alberta received a Letter of Acceptance from the Treasury Board Secretariat (TBS) and became the first trusted digital identity provider in Canada. Alberta is the first jurisdiction to offer an online-verified identity that aligns with the Pan-Canadian Trust Framework (PCTF). <ul style="list-style-type: none"> ▪ A federal pilot is underway with ESDC and TBS to allow Albertans with a verified digital ID to register for and access their My Service Canada Account, which offers access to Old Age Security, Employment Insurance, Canada Pension Plan, and includes one click access to the CRA's My Account. • The pilot accelerates development of the PCTF by operationalizing it. This will be the first time the PCTF is used by the federal government to consume a trusted digital identity from a province. 	

	<ul style="list-style-type: none"> • MyAlberta Digital ID for Business – Alberta launched an unverified digital ID for businesses in September 2018 that lets administrators and delegates interact with government on behalf of a company. Currently, there are three services available to users. 	
	Enterprise IT Environment (Infrastructure Consolidation Initiative) <ul style="list-style-type: none"> • Original 37 data centres consolidated to 17 • IT staff and budgets fully transferred to Service Alberta to support the enterprise environment • New organizational structure for infrastructure operations completed • 800 applications in process for transition to test or production in shared environment– project has passed the 50% completion milestone and is on schedule and under budget 	
	Information Governance – Policy Instruments for the Management of Information <ul style="list-style-type: none"> • Data and Information Security Classification standard guidance documents updated based on feedback from stakeholder consultation sessions, and training module developed • Information Handling When Decommissioning Systems and Applications guidance, describing scenarios that require the migration of GoA data and information and instructions to ensure information management (IM) obligations are met 	
	Open Data and Enterprise Data Analytics <ul style="list-style-type: none"> • Enterprise Data Analytics - The enterprise self-service visualization capabilities is now broadly available across the organization. The value of descriptive analytics continues to be showcased through insights generated from dashboards and interactive visualizations being developed across the organization. • Alberta's Open Data Portal - Federated Search Pilot Project with the Government of Canada was launched on June 28, 2018. 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. Since the launch of the pilot in July 2018, visits to Alberta's Open Government Portal have more than doubled over the same periods last year. For example, from October 1 to December 31 2018 there were 451,627 visits to Alberta's Open Government Portal as compared to 190,331 visits for the same period of time in 2017. 	
	Justice and Solicitor General - e-Disclosure and Criminal e-File <ul style="list-style-type: none"> • The Alberta Crown Prosecution Service continues to expand on their e-Disclosure tool - Criminal e-File. The tool allows law enforcement agencies to submit prosecution packages electronically instead of via paper or other storage means such as DVDs, USB drives, etc. 	
	Education, Advanced Education, and Labour Artificial Intelligence (AI) – Class Estimation <ul style="list-style-type: none"> • Determining number of seats for apprentices across all trades and courses was enhanced by advanced analytics (machine learning) and information management automation to optimize the seats purchased from the post-secondary institutions and manage technical training capacity, resulting in substantial efficiency gains (\$20 million) and better decision making Provincial Approach to Student Information Phase 2.0 (PASI) <ul style="list-style-type: none"> • Student information and records moved to a digital environment, enabling teachers to access vital student information immediately and reducing the cost and time to access student information 	

	Transportation and Registries <ul style="list-style-type: none"> Application changes were implemented in the Motor Vehicle Systems (MOVES) in alignment with the criminal code changes and provincial suspension rules related to Bill C46 (Cannabis Legislation) The new Alberta 511 is a traveler information service that allows access via phone, mobile device, or computer. Travelers can login to customize views of traffic and transit related data 	
	Telephone Services Upgrade (VoIP Phones) and Unified Communications (UC) <ul style="list-style-type: none"> The overall program is well over 80% complete with: <ul style="list-style-type: none"> 27,500 phone lines migrated to VoIP and 2400+ network switches installed 359 sites linked to the service provider's network On track to be completed by March 2019 Rolled out UC Phase 1 features to 12,000 end users. <ul style="list-style-type: none"> Features include extension mobility, softphone, single number reach, voicemail to text and voicemail to audio WAV file. 	
	Windows 10 Migration <ul style="list-style-type: none"> Approximately 80% complete Windows 7 to Windows 10 migration Operationalized the patching of new Windows 10 versions <ul style="list-style-type: none"> 21,000 machines were updated from Windows 10 1703 to Windows 10 1803 	
	IMT Vendor Management Centre of Excellence <ul style="list-style-type: none"> Recent examples of how Alberta is improving access, encouraging competition and innovation, and streamlining IMT procurement processes include: <ul style="list-style-type: none"> Application Master Services Agreement (AMSA) – A Master Agreement that prequalifies vendors for application maintenance and development services and utilizes a Statement of Work for a service engagement shortening the procurement cycle from months to weeks. Negotiated RFPs – Allows for negotiation of the terms before the contract is formed. Agile Procurement and Dev/Ops – Achieving success by focusing on outcomes and partnership agreements to work within an agile framework towards a minimal viable product, stated gates for exit strategy and conditions for continued engagement. Cloud Procurements / PQR (in progress) – Leverages two procurement PQR's for PaaS/IaaS hyper-scale providers and AMSA for application solution development partners. 	
2. Priorities: Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months. <i>The PSCIOC is particularly interested in jurisdictional information in the following areas:</i> <ul style="list-style-type: none"> Digital Government Cyber Security Talent Management 	Enterprise Resource Planning (ERP) Transformation Program <ul style="list-style-type: none"> Implementation of the new ERP system began in October 2018, with a focus on treasury functions Alberta is moving from PeopleSoft to an SAP cloud solution Implementation is occurring in waves (by function/module) throughout 2019 and into 2020 	
	IMT Sector Target State and Roadmap Development <ul style="list-style-type: none"> To support the IMT Governance Transformation initiative, Alberta is undergoing a strategic target state and roadmap development program for each of the 7 IMT Sectors This business-driven program will increase the transparency and predictability of IMT Sector funding and decrease risk in IMT service delivery by providing a 3-year line-of-sight to major IMT initiatives 	
	Workforce Mobility and Workplace of the Future <ul style="list-style-type: none"> Developed program plan to implement mobility recommendations encompassing enhancements in areas of organization, security, end users, devices, applications, and support Completed a scoping/discussion paper focused on documenting background and current state of Alberta operations, researching drivers of change, identifying opportunities arising from 	

	<p>implementation of a “Workplace of the Future”, articulating a potential future state, proposing stakeholder consultation and engagement activities, and stipulating key change management elements to enable successful implementation</p>	
	<p>Digital Innovation Office (DIO)</p> <ul style="list-style-type: none"> • Childcare data and service improvement <ul style="list-style-type: none"> ◦ Provides parents with real-time data on childcare availability to make it easier for parents to access child-care subsidies and streamline the process to become a licensed childcare provider • e-Traffic ticket service <ul style="list-style-type: none"> ◦ Aims to move straightforward traffic tickets and processes out of the courtroom and onto mobile phones, freeing up court time for more serious matters • Assured Income for Severely Handicapped (AISH) improvements <ul style="list-style-type: none"> ◦ Makes AISH more accessible to Albertans, streamlining the process for their families, advocates and physicians, and frees up AISH staff to support their clients 	
	<p>Enterprise IT Environment (Infrastructure Consolidation Initiative)</p> <ul style="list-style-type: none"> • Completion of 800+ applications and all IT services migrated to shared environment • Reduction to 3 enterprise data centres by September 2020 	
	<p>MyAlberta eServices and Digital ID</p> <ul style="list-style-type: none"> • MyAlberta eServices - 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. 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 • MyAlberta Digital ID Program - Service Alberta will continue to make 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 • MyAlberta Digital ID for Business - Service Alberta is working to onboard more services to the program and actively working with Pan-Canadian working groups to establish digital identities for businesses, so they have convenient access to digital services 	
	<p>Workstation as a Service (WaaS)</p> <ul style="list-style-type: none"> • Alberta is moving forward with a Workstation as a Service model to support future government end user devices procurement, deployment, management, and worksite support services 	

	<p>Enterprise Content Management (ECM) Program Planning</p> <ul style="list-style-type: none"> • Development of a service delivery program that will enable users to electronically manage a wide range of content and records management processes, including establishment of the program area required to support the deployment, use and ongoing maturity of an enterprise content management solution • Continued investigation on how best to leverage current investment in ECM related toolsets and resources. Proponents responded to a Request for Information (RFI) in Dec 2018 with innovative solutions on how to implement ECM within the GoA and maintain currency of the solution. • A series of proponent presentations based on submitted proposals will be held and a findings review and analysis will result in a recommended ECM solution direction by March 31, 2019. <p>Information Governance – Policy Instruments for the Management of Information</p> <ul style="list-style-type: none"> • Work continues on developing enterprise information management (EIM) legislation mandating that information be collected once, managed digitally, and open by design • Data and Information Management Policy is expected to be in place by March 2019 • Current digitization standards (process and technical) are being review/enhanced as a result of updates made by Canadian General Standards Board (CGSB) • Work Process Analysis for Information Management Standard is currently under review; this standard will provide foundational analysis that will inform such outcomes as functional classification for records and information inventories. • A pilot is underway between EIM and one IMT sector to standardize and enhance IM practices and service delivery, an IM accountability framework, mandatory training, IM maturity assessment, information inventory, and information classification. <p>Windows 10 Migration</p> <ul style="list-style-type: none"> • Replacing non-compatible equipment and migrating equipment to Windows 10 prior to January 2020 • Improving the roll-out of new Windows 10 releases 	
<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>Information Management and Data Governance</p> <ul style="list-style-type: none"> • What approaches has your organization taken to help improve data integrity and quality? • Have any jurisdictions implemented a centralized data governance program/office? • How do you utilize a data governance model to enable compliance? • How do you utilize a data governance model to enable business intelligence/advanced analytics? • What is your approach to incorporate information management requirements into new systems/software development and deployments? <p>Cloud Brokerage Services and Multi-cloud Integration/Security</p> <ul style="list-style-type: none"> • Has there been any progress in the development of a centralized Cloud Brokerage model? • How are other jurisdictions dealing with on premise and multi-cloud integration? • Does your jurisdiction have a standardized approach for managing different classifications of information being stored on the cloud? • How do you manage security and privacy issues to help ensure compliance and mitigate risk? 	

	<p>Workforce Innovation, Engagement, and Planning</p> <ul style="list-style-type: none"> • How does your jurisdiction utilize your workforce to enable innovation and collaboration? • What approaches do you use to help motivate your staff to contribute to innovative ideas? • What approaches do you take to long-term workforce skill development and planning? <p>Application Rationalization Strategies</p> <ul style="list-style-type: none"> • Does your jurisdiction have a strategy for application rationalization? • How does your organization identify and reduce the amount of redundant/duplicitous applications? • Does your jurisdiction have a centralized approach to rationalizing applications? <p>Funding IMT Digitization, Agility and Innovation</p> <ul style="list-style-type: none"> • How has your jurisdiction adjusted fiscal policies and/or funding models in response to agile development projects and cloud service models? • How are you managing the growth of electronic storage and associated costs? 	
<p>4. Topics of Interest: Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.</p>	<ul style="list-style-type: none"> • ERP system transformations and implementations, success stories, and lessons learned • Application rationalization and total/relative cost of ownership strategies and approaches • Artificial Intelligence (AI) implementations and strategies, specifically in the domains of: <ul style="list-style-type: none"> ◦ Robotic Process Automation (RPA), digital workers, desktop automation ◦ Chat bots and natural language processing • Improving employee engagement by using innovative technologies, new organizational structures, and other strategies/approaches • Digital identity, digital wallet/licenses (e.g. drivers licenses), and e-Commerce management • Distributed ledger technology/block chain strategies and plans • ECM implementation successes stories, challenges, lessons learned • Enterprise IM training delivery methods, certifications, compliance • Development and implementation of enterprise business classification standard and scheme 	