

PSCIOC Jurisdictional Information Sharing Analysis

February 2023

Dashboard Summary



Jurisdictions are exploring the impact of hybrid work on their long-term strategies and plans for a digital hybrid workplace.



Jurisdictions are exploring information and data governance frameworks, with a focus on open-source solutions, and valuing information and data performance measurement systems and processes.



Jurisdictions are interested in strategies to address staff IT/IM recruitment and retention challenges and retain digital talent.



Jurisdictions are interested in partnerships and lessons learned for determining the cost of accessibility gaps.



Jurisdictions are seeking best practices to strengthen their cybersecurity services and data protection to engage with stakeholders.



Jurisdictions are seeking best IDEA practices for providing inclusive and efficient digital and data services directly to citizens and in partnership with other government actors.

Current FPTM Jurisdictional Priorities

Priority alignment: Most of the service delivery priorities noted in the PSCIOC information sharing documents align with the strategic priorities of the PSCIOC and the Joint Councils.

- **Cybersecurity:** Jurisdictions are concerned with increasing cyber threats and have placed a high priority on improving their cybersecurity measures. Efforts are focused on identifying and mitigating potential vulnerabilities, implementing robust incident response plans, and raising awareness about safe online practices among citizens and employees.
- **IT Procurement:** Jurisdictions are looking to streamline their IT procurement processes, with a focus on reducing costs and increasing efficiency. Efforts are being made to standardize procurement practices, establish clear guidelines for vendor selection, and implement modern tools for tracking and managing procurement activities.
- **Cloud:** Jurisdictions are recognizing the benefits of cloud computing and are increasingly moving their services and applications to the cloud. Efforts are being made to ensure that data and systems are secure, compliant, and easily accessible, with a focus on selecting the right cloud providers and implementing best practices for cloud governance.
- **Emerging Technology:** Jurisdictions are keen to explore and adopt new and emerging technologies to improve service delivery, increase efficiency, and better serve citizens. Efforts are being made to identify and evaluate new technologies, such as blockchain, IoT, and 5G, and to develop strategies for implementing them in a way that meets the needs of citizens and stakeholders.
- **Staffing and Retention:** Jurisdictions are facing challenges in hiring staff with the right skill sets and retaining current staff. Efforts are being made to improve recruitment and retention strategies, such as offering competitive compensation and benefits packages, providing professional development opportunities, and creating a positive work culture.

Joint Councils Priority:

Digital Trust & Credentials



Jurisdictions continue to evolve and innovate their Digital Identity Priority goals. There is a clear progression towards maximizing opportunities to utilize new technologies, tools, and methodologies to support the enhanced and expanded use of the Digital Identity within Digital Government.

Jurisdictions continue to foster the digital identity and digital credentials ecosystem by participating in various strategy development programs dedicated to this priority.

Jurisdictions have made a lot of progress in creating various web-responsive services that simplify the process of verifying a person's identity and facilitating the process of applying for social assistance. Jurisdictions includes semi-automation mechanisms to speed up processing and reduce manual intervention.

Joint Councils Priority:



Citizen-Centric Services

Digital connectivity post the main phase of the COVID-19 pandemic is vital to ensure citizens and businesses can access government services. Many jurisdictions are focusing on validating systems and maintaining infrastructure stability to support and respond to citizens' service requests.

Jurisdictions noted that everyday technologies come at the cost of environmental resources, energy use, and electronic waste. Many of them wonder about the extent to which environmental impacts should have a consideration for organizational and corporate IT decisions.

Seeking to improve service delivery efficiencies and address current challenges and future requirements, various jurisdictions continue to establish and improve digital information management and analytics data platforms, which are often built on the experience of other jurisdictions at all levels.

Joint Councils Priority:



Research and Strategic Intelligence

The subject of cybersecurity continues to be a matter of consideration for all levels of government. Organizations improve their cyber security practices to protect systems, networks, and programs. However, many jurisdictions reported a very challenging situation associated with recruiting specialized IT staff.

All jurisdictions are enhancing hardware and software solutions, as well as cyber security strategies to match their digital transformation efforts in order to keep pace with new technology, strengthen privacy protections, and improve citizen services.

Jurisdictions are conducting hardware and software modernization and digital transformation efforts to upgrade applications and systems that approach their end-of-life cycles. Cloud-based solutions are being increasingly promoted, and staff training is in order to maintain knowledge continuity.

PSCIOC Priority:

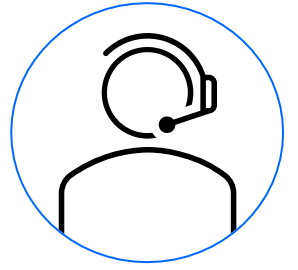
Cybersecurity



Jurisdictions have made significant progress in enhancing their cybersecurity measures to protect against cyber threats. This includes identifying and mitigating potential vulnerabilities in their systems, implementing robust incident response plans, and raising awareness about safe online practices among citizens and employees.

Jurisdictions have also begun to prioritize the development and implementation of cybersecurity standards and practices, to ensure that their systems and networks are secure and compliant. Additionally, Jurisdictions are implementing regular security assessments and penetration testing to identify any vulnerabilities and proactively address them.

In addition to technical measures, jurisdictions are also focusing on developing and implementing cybersecurity policies and procedures, such as incident response plans, incident management plans, and incident reporting procedures, to ensure that they are prepared to respond to and recover from cyber incidents.



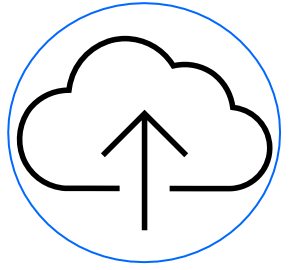
Staffing and Retention

Jurisdictions have recognized that staffing and retention is a critical priority for the success of their service delivery. To improve recruitment and retention strategies, jurisdictions have been focused on offering competitive compensation and benefits packages, such as health insurance, retirement plans, and flexible working arrangements.

Jurisdictions have also been working to create a positive work culture that values employee engagement, diversity, and inclusion. This includes implementing employee engagement surveys, creating employee resource groups, and promoting diversity and inclusion initiatives.

Jurisdictions are actively seeking new ways to attract and retain top talent. This includes experimenting with new recruitment methods such as online platforms, social media and employee referrals program.

PSCIOC Priority:



Cloud

Cloud computing has become a priority for many jurisdictions as they look to improve their service delivery and operations. By leveraging the scalability, flexibility, and cost-effectiveness of the cloud, jurisdictions can store and process large amounts of data, run applications, and access new technologies such as AI and machine learning.

In addition, jurisdictions are taking steps to ensure that their use of the cloud is secure and compliant with relevant regulations. This includes implementing security controls, such as encryption and multi-factor authentication, and regularly monitoring cloud environments for potential threats.

Furthermore, jurisdictions are exploring different cloud deployment models to determine which one works best for their specific needs and use cases. This includes assessing the security, scalability, and cost implications of each model, and selecting the one that offers the best balance of features, benefits, and risks. By doing so, jurisdictions hope to maximize the value of their cloud investments and minimize the risks.

PSCIOC Priority:

IT Procurement



Jurisdictions are placing a high emphasis on IT procurement as a means to improve their service delivery and operations. This includes assessing their current IT infrastructure and identifying areas for improvement, as well as researching and procuring new technologies and solutions that can help them meet their goals.

Jurisdictions are also focusing on streamlining their procurement processes, such as by implementing e-procurement systems and automating their procurement workflows. This allows them to more efficiently and effectively evaluate and select vendors, negotiate contracts, and manage the procurement lifecycle.

Jurisdictions are also placing a high priority on IT vendor management. This includes building and maintaining strong relationships with their IT vendors, regularly monitoring vendor performance, and ensuring that vendors are meeting their contractual obligations. By doing so, jurisdictions aim to ensure that they are receiving the highest quality products and services at the best possible value. Furthermore, they are also able to



Emerging Technology

As technology continues to evolve at a rapid pace, jurisdictions are placing a high priority on staying current with emerging technologies and identifying how they can be leveraged to improve service delivery and operations.

Jurisdictions are also exploring ways to foster innovation and experimentation with emerging technologies. This includes setting up innovation labs, funding pilot projects, and providing training and resources to help staff develop the skills they need to work with new technologies.

Jurisdictions are also developing strategies to manage the risks associated with emerging technologies. This includes assessing the security, privacy, and regulatory implications of new technologies, and developing policies and procedures to govern their use.

Issues and Needs

Interjurisdictional collaboration

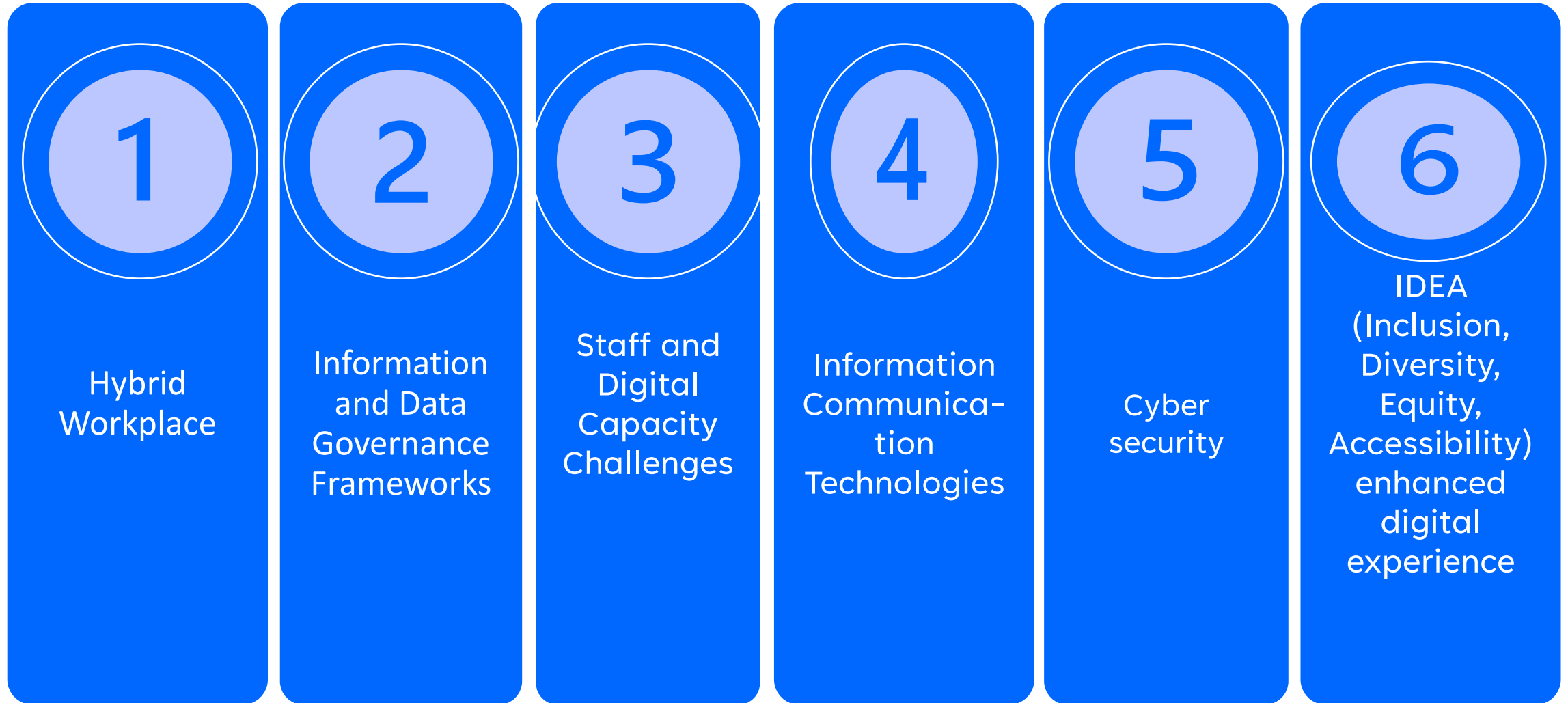
The information sharing template offers an opportunity for jurisdictions to document any service delivery issues or needs that are currently being experienced.

Sharing this information enables interjurisdictional collaboration amongst the PSCIOC to support problem solving and learning to address challenges and advance priorities (i.e., exchange of best practices, lessons learned, pilots, etc.).

Specific areas

FPTM organizations identified specific areas where interjurisdictional collaboration would be beneficial. The predominant areas mentioned by jurisdictions have been grouped into the following themes:

6 main predominant areas



Hybrid workplace



Jurisdictions are interested in learning how **the shift to hybrid work** is influencing other jurisdictions' long-term strategies in key areas, network design, infrastructure, cloud adoption, mobile technology adoption/migration, AI services, data analytics, and other matters.

Jurisdictions are also interested in **what are other jurisdictions' long-term plans for a digital hybrid workplace.**

Information and data governance frameworks



Jurisdictions are interested in learning about Information and data governance frameworks that enable enterprise (whole of government) level governance. Using and expanding Open Source is of particular interest.

Jurisdictions at all levels continue to **value Information and data performance measurement** systems and processes.

Staff recruitment and retention challenges



Many jurisdictions would like to know how other jurisdictions are handling **staff IT/IM recruitment and retention challenges**. They would also like to know whether an internal or an external approach should be utilized to alleviate such challenges. Strategies to address cybersecurity-specialized and overall digital talent retention are of particular interest.

Information Communication Technologies (ICT)



Jurisdictions are interested in partnerships and lessons learned from others as it relates to determining **costing the accessibility gaps of various forms of ICT**. This will be key as the federal government develops the requirements for inform Phase 2 of the Standard on ICT accessibility as it relates to existing web content, document, hardware, and software, and other factors.

Cybersecurity



Many governments established and entrenched their own Cybersecurity Services divisions to support protection of their information and technology assets.

Jurisdictions are seeking insights around the best practices to engage with appropriate stakeholders to strengthen the **overall internal security posture** and maintain updated levels of data protection services.

IDEA-enhanced digital experience



There is a continued effort to make substantial improvements to the direct digital service experience of citizens.

Jurisdictions would be interested in learning about the best IDEA (Inclusion, Diversity, Equity, Accessibility) practices to provide advanced **digital and data services inclusively and at pace**, both directly to their respective citizens to enhance their government interaction, and in partnership with other government actors to enable prompt delivery of their mandates.

Showcase: Accomplishments

Jurisdictional

In winter 2023, PSCIIOC information sharing documents, FPTM organizations showcased current and ongoing initiatives and deliverables within their jurisdictions. The following items are examples of notable accomplishments.

Please see the notes below each slide for a full list of accomplishments shared by jurisdictions.

Federal

- Government of Canada

1) Enterprise Portfolio Management:

Established a portfolio model to focus on engagement, enablement, and oversight of departmental investments with the goal of accelerating and strengthening progress on Digital Ambition strategy and priorities across the Government of Canada (GC).

2) Data and information management

Established the Assistant Deputy Minister Committee on Data and Information to drive action in areas of focus for the governance and management of data and information in the GC.

3) Open Government and Portals

Published Canada's 2022-24 National Action Plan on Open Government on September 22, 2022. To support transparency and accountability, implementation updates are being made through an online tracker.

Supported delivery of the November 2022 Canadian Open Data Summit 2022, hosted by the City of Whitehorse.

4) ICT Accessibility

Held targeted engagement with key internal and external stakeholders (business and IT associations) in late fall 2022 on the draft Standard on Information and Communications Technologies Accessibility. The standard will lay the foundational elements of ICT to make technology usable by all federal public servants. Focus areas include new procurement, web content, documents, hardware, and software.

Provincial / Territorial

- Alberta
- British Columbia
- New Brunswick
- Newfoundland and Labrador
- Nova Scotia
- Northwest Territories
- Ontario
- Yukon
- Saskatchewan

1) Microsoft 365 Implementation

Service Alberta, within the Government of Alberta (GoA), continues its 3-year program to rollout Microsoft 365 (M365) products to all GoA staff, with a targeted program completion date of September 2023.

2) GoA Cloud Enablement Program

The GoA Cloud Program is a 3-year initiative to procure, contract with, and build a GoA presence in the 3 leading hyperscale cloud providers.

3) BERNIE Platform Implementation

Service Alberta implemented the BERNIE system. BERNIE (a name, not an acronym) is a group of shared capabilities designed with the user and the government in mind, providing a digital platform for business capabilities to provide quicker, more efficient services at lower cost

4) Cybersecurity

Cybersecurity Division continues to roll-out additional security tools, primarily the ones available under the E5 Microsoft enterprise agreement. These tools, including Defender for EndPoints, Advanced Threat Protection, SafeClick/SafeAttachments and many more, have proven very effective in monitoring for and responding to issues.

1) BC Provincial Data Plan

New Gender and Sex Data Standard and Guidelines have been approved. New Metadata Standard and Guidelines have been approved. Draft Data Management Policy consultation underway (currently data executives and MCIOs across government invited to review/provide input). Client partner selected and planning underway for authoritative data register pilot.

2) Anti-Racism Data Legislation

On June 2, 2022 the Anti-Racism Data act became law. It is one of the first pieces of legislation to be co-developed with Indigenous Peoples under the Declaration on the Rights of Indigenous Peoples Act. The act focuses on four key areas: working with Indigenous Peoples, working with racialized communities, increasing transparency and accountability, and requiring government to release information annually.

3) Digital Identity and Trust Program (DITP).

Working alongside Ontario and Quebec and experts around the world, developed and launched Digital Credentials to allow individuals to share verifiable digital information. BC is looking at ways to improve the experience of adopting software-as-a-service applications that help program areas in government to collaborate, improve efficiencies and deliver services to citizens.

1) Digital ID

Registered over 45% of the New Brunswick population in our MyHealth NB Digital-ID platform, a collaborative effort with Service New Brunswick, and Office of the Chief information Officer and the Department of Health, providing citizens online access to their COVID-19 test results.

2) Cyber Security

Completed the rollout of Beauceron Cyber Training to all core government employees, and a large segment of healthcare employees. Implemented cyber table-top exercise to improve Security Operations Center (SOC) incident response.

3) Provincial Archives and Information Management

Modernization of Archives Content Management system continues with the Records Centre component revised. By early January, the auto-lifecycle management of Teams feature (partnering with Service NB) will be rolled out.

4) Digital Transformation Team (DTT)

The DTT continues to improve GNB service delivery by working with departments to deliver more online services for NB residents. Several projects have been identified for the next 6 - 9 months.

1) Standardized Reporting Solution (Oracle APEX)

The Government of Newfoundland and Labrador (GNL) currently has several reporting solutions. A standardized reporting approach will leverage a single reporting tool empowering departmental users to have control over their data and reduces dependencies on IT support.

2) Virtual Data Room (VDR)

GNL successfully piloted Kiteworks VDR solution to securely share and restrict files with internal stakeholders. Work is now underway to implement Kiteworks VDR for client departments.

3) Vital Statistics – Electronic Death Notification (EDN)

GNL successfully implemented an EDN solution

partnering with the Vital Statistics Office and their solution vendor, provincial health authorities, NLCHI and the Federal Government. Provincially, the EDN solution provides a secure, efficient and digital process for notification and registration of deaths. Federally, the EDN solution supports efforts to improve timeliness of death registration and notification across Canada, improving the integrity of key government programs which rely upon death information and provides an enhanced service delivery experience for citizens.

4) Insurance Validation Program (IVP)

In partnership with the Insurance Bureau of Canada, launched a digital Insurance Validation Program to improve how the province's Motor Registration Division (MRD) determines whether a vehicle is covered by mandatory insurance.

1) Digital Identity and Trust Program

Health Card validation was added to NSiD (Province of Nova Scotia's digital identity platform) to open access to immunization records for residents of Nova Scotia and their dependents

2) Child Abuse Registry (CAR)

Launched in April 2022 to provide Nova Scotians with a digital option to request for a Child Abuse Registry check. Online service uptake has been higher than anticipated and has resulted in major citizen savings as applicants no longer have to fill out a paper form to take into a post office. To date CAR has saved clients over 25,000 hours of savings and \$40K from postage costs.

3) Fiona Relief Programs

Leveraging existing platform services (Simple Forms and GC Notify), the NSDS launched the two programs to support Nova Scotians after Hurricane Fiona. Both services were launched 2-days after relief efforts announcements and the first batch of cheques were mailed just 4 days after launching the service. These programs helped over 124,000 families with food loss and over 5,000 families with tree removal services.

4) Quality Investment Grant

Launched together with the Department of Education and Early Childhood Development (EECD). This service was designed to allow day care providers in the province apply for wage subsidies based on staff and enrolment criteria and is part of the province's \$10/day childcare initiative.



1) NWT Open Data Portal

In January 2023, the GNWT launched its Open Data portal at <https://opendata.gov.nt.ca/> increasing government openness, transparency and accountability and encouraging innovation and problem-solving.

2) IT sector improvement

In November 2022, the Government Chief Information Officer received endorsement from I&T governance on a new Strategic Plan to significantly improve the I&T sector's operating model. The GNWT is now working to develop the project plan to execute the strategy.

1) Data Integration Initiative

The Data Integration Initiative (DII) supports the amendments passed to the Freedom of Information and Protection of Privacy Act (FIPPA) (part III.1 Data Integration) and Personal Health Information Protection Act (PHIPA) that provide the OPS with the authority to collect and integrate personal information (PI) from across ministries and external institutions and to collect personal health information (PHI) from the provincial electronic health record (EHR).

2) Special Authorization Digital Information Exchange

In spring 2022, DADS went live with the Minimum Viable Product for the HL7 FHIR-based SADIE-as-a-service platform. The first client to onboard was the Ministry of Children, Community and Social Services' Ontario Disability Support Program which allowed health care providers to submit forms and receive Ministry responses through SADIE.

3) Compliance Assistance and Regulatory Enforcement System (CARES)

In Spring 2022, the new Fixing Long-Term Care Act, 2021 was coming into force. It was imperative that Long-Term Care Homes inspectors had the tools they needed to do their work within the new legislative framework.

4) Workforce Information Network (WIN) application in Cloud

The Workforce Information Network (WIN) is an online, self-service application that manages payroll, benefits and human resources data in the Ontario Public Service (OPS). It is a business-critical application that supports all employees in the organization.



MyYukon

- Launched our MyYukon government account service with first couple of services
- In 23/24 we will be working to introduce a validated account/identity service as well as adding available services
- We will also be researching approaches to eWallet digital credentials

Sharepoint Online (SPO)

- Moving all on Premise Sharepoint 2013 sites to SPO

1) A Data Center / Network Management contract commenced as of December 1, 2022 with a partnership (“Team Saskatchewan”) of local vendors.

The agreement will initially be for a 5-year duration with options to extend for 2 additional years. This will be a transformational service contract, which will take GOS into a managed Hybrid Cloud environment for the future.

2) The Government of Saskatchewan continues to make Cyber Security a priority.

In addition to this over the next 12 –36 months we will be focused on implementing our enterprise data management strategy and service delivery operating model.

Background

- Public Sector Chief Information Officer Council (PSCIOC) information sharing practice enables member jurisdictions (Federal, Provincial, Territorial, and Municipal) to exchange key information regarding organizational accomplishments, priorities, issues/needs, and topics of interest.
- Information sharing helps stimulate nation-wide networking, innovation and growth across member jurisdictions. This is done by:
 - Providing the opportunity for jurisdictions to showcase current and ongoing work.
 - Documentation of lessons learned that may be of interest.
 - Promoting transparency across various governments.
- The ICCS secretariat coordinates jurisdictional information sharing efforts across the PSCIOC Council:
 - Prior to all PSCIOC Council in-person meetings, member jurisdictions are provided with an information sharing template.
 - Jurisdictions are required to complete the template and return it to the ICCS secretariat.
 - The ICCS secretariat houses the completed documentation in a central and secure location (the Citizen First members online webpage) to enable easy access to members. **Note:** The Information collected cannot be shared without the approval of the member jurisdiction.
- For winter 2023, PSCIOC meetings, a total of **12** information sharing documents were received from FPTM jurisdictions. A couple of jurisdictions did not submit an information sharing report.

Thank you!

For more information regarding the PSCIOC information sharing and all other inquiries, please contact:

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