

PSCIOC Information Sharing Analysis

October 2021

Current PSCIOC Priorities:

- Most of the priorities noted in the PSCIOC information sharing documents align with IT/IM priorities of the PSCIOC and those of the Joint Councils highlighted below. FPTM organizations are no longer struggling to absorb the shock generated by the COVID-19 pandemic. Based on ongoing progress of vaccination rates and improvements of key public health and health care indicators, governments are turning their focus towards strengthening IT/IM goals to aid pandemic recovery measures. The following are primary IT/IM areas jurisdictions are focusing on:



Citizen-Centric Service



Digital Identity



Research & Strategic
Intelligence



Digital connectivity during COVID-19 is vital to ensure citizens and businesses are able to access essential services. Many jurisdictions are focusing on **the expansion of high-speed internet in rural, remote and indigenous communities.**



To continue to encourage people to limit their movements and in-person contact during the COVID-19 pandemic, **many jurisdictions have implemented a Digital Signature solution that will automate securely the entire signature process for government documents.**



Jurisdictions are evolving and innovating within the Digital Identity Priority. **Most jurisdictions noted preparation to launch a digital ID program** through the development of a secure digital ID infrastructure. Digital IDs aims **to offer citizens better safety, more security, and stronger privacy than physical identification cards and documents.**



The impact of COVID-19 on cybersecurity continues to be a concern for all levels of government. **All jurisdictions are increased capacity to prevent, detect, respond to, and recover from cyber-attacks** to ensure information is secure for continued service delivery. Some jurisdictions are also increasing awareness through Cyber Security campaign.



Jurisdictions are deploying **cloud-based solutions to deliver desktop access securely and reliably** for those required to work remotely. Procurement for cloud infrastructure services is a priority for many governments.

Showcasing Jurisdictional Accomplishment:

- In the September 2021 PSCIOC information sharing documents, FPTM organizations showcased current and ongoing initiatives and deliverables within their jurisdictions. The following list demonstrates notable accomplishments:

Jurisdiction	Key Accomplishments			
TREASURY BOARD OF CANADA SECRETARIAT (TBS)	<ul style="list-style-type: none">- Cyber Security: TBS, in collaboration with CCCS, established an approach for GC Software as a Service (SaaS) security assessments, aligned to the GC’s Cloud Tiered Assurance Model- Digital Identity: In March 2021, the first minimum viable product (MVP) of the Sign-in Canada Broker Platform was launched.- Enterprise Strategic Planning: Published the Digital Operations Strategic Plan (DOSP) 2021-2024 to Canada.ca- Community Management Office- Digital Recruitment- Digital Products- Talent Management- Digital Nations: TBS continues to be an active member of the Digital Nations under the UK’s chairship for 2021.-	<ul style="list-style-type: none">- Sustainable Government: TBS submitted a joint proposal (with SSC) to the Greening Government Fund (GGF)- Gender and Technology: The next cohort for the Roberta Bondar STEM Career Development Program was introduced.- Digital Policy Division: Established a Service Officials Council (SOC) for departments subject to the Policy on Service & Digital.- Security Policy Division: The GC Security Summit was held virtually from May 17 to 20 2021.- Digital Policy Division/Enterprise Strategic Planning: Established an Assistant Deputy Minister Service and Enterprise Priorities (ADMSEP) Working Group for Data and Information.	<ul style="list-style-type: none">- Open government and Portals Division: Concluded the competitive procurement process.- Information and Privacy Policy Division: Launched public engagement of the Access to Information Review: held 1 virtual launch event in May and 4 virtual workshops over June and July.- Strategic Policy and Planning Division: Launched Canada’s Digital Government Strategy, outlining the steps the Government is taking to deliver digital services that are secure, reliable and easy to access from any device.- Digital Standards: The Digital Standards are the North Star for digital government, providing aspirational guidance and setting direction across the Government of Canada.	
ALBERTA	<ul style="list-style-type: none">- BERNIE Service Management Platform Implementation- Microsoft 365 Implementation- GoA Cloud Enablement Program- Artificial Intelligence (AI) and Robotic Process Automation (RPA)- Cybersecurity: designed an apprenticeship-like prototype to address the cybersecurity skills talent gap.	<ul style="list-style-type: none">- MyAlberta Enterprise Services- MyAlberta Digital ID (MADI):- Business Banking Digital Credentials (BBDC) Pilot:- MyAlberta eServices- MyAlberta Emergency Registration System- MyAlberta Working Parents Benefit- Machine Learning in Payment Card	<ul style="list-style-type: none">- Industry Compliance (Dept. of Advanced Education)- Safety Application Monitoring Services (Dept. of Children’s Services):- Small and Medium Enterprise Relaunch Grant (SMERG) (Dept. of Jobs, Economy and Innovation):- Innovation Employment Grant (Dept. of Jobs, Economy and Innovation):- Jobs Now Program (Dept. of Labour and Immigration):	

BRITISH COLUMBIA	<ul style="list-style-type: none"> - Microsoft Teams - Microsoft Exchange - SDWAN - ServiceNow 	<ul style="list-style-type: none"> - Information Security: The Information Security: significant upgrades implemented to identity and single sign-on infrastructure (Siteminder) platform - Support for COVID-19 Vaccine Registration - Digital Investment Modernization 	<ul style="list-style-type: none"> - Modern Application Development Common components - Modernizing Hosting Offerings Enabling DevOps on premise and in the public cloud
MANITOBA	<ul style="list-style-type: none"> - Supporting government's COVID-19 Response: Web tools are continuously being implemented to support the pandemic response such as Help Next Door. Implementation of software tools such as Robotics Process Automation (RPA) - Digital Immunization Card - Scoping Fund: Establishment of a reoccurring centralized fund to assist departments in the scoping and planning of projects and initiatives. 	<ul style="list-style-type: none"> - Digital Government Initiatives - Cyber Security Program: Establishing a program to increase Manitoba's resiliency to cyber threats and to ensure government information is secured for continued service delivery. 	<ul style="list-style-type: none"> - ERP Modernization - Microsoft 365 - Collaborative Procurement - IT Hardware
NEW BRUNSWICK	<ul style="list-style-type: none"> - Digital Transformation Team (DTT) - Enterprise Resource Planning (ERP) - Digital Identity (ID) - Security Operations Centre - Threat Driven Risk Assessment - Cyber Maturity Assessment 	<ul style="list-style-type: none"> - Privacy: The Privacy Program worked with government departments to determine their baseline and target privacy maturity level and develop departmental action plans to address gaps in their privacy management practices and achieve their target maturity level. 	<ul style="list-style-type: none"> - The Access to Information (ATI) program: deployed a new tracking system for access to information requests filed with a Part I public body, in February 2021.
NEWFOUNDLAND & LABRADOR	<ul style="list-style-type: none"> - Launched online services for MyGovNL (gov.nl.ca/digitalgovernment) - The Web Services team worked on the redesign for GNL's Covid-19 informational website 	<ul style="list-style-type: none"> - Mineral Rights Administration System (MIRIAD) Enhancements - Human Resource Management System (PeopleSoft) - IM Policy Framework - Application Portfolio Assessment 	<ul style="list-style-type: none"> - eDiscovery Proof of Concept - Formalized support for Android-based Smartphones - Service Desk Improvements - Enterprise VMWare Upgrade

ONTARIO	<ul style="list-style-type: none"> - Enterprise Technology Delivery was established April 1, 2021, with staff and services transfers from Clusters. - Healthy Smiles Ontario – eSignature integration: - Technology Roadmap and Investment Plan (TRIP) - Vendor of Record Replacement (VORR) Project - Planview Enterprise One Version 17 Upgrade 	<ul style="list-style-type: none"> - Robotic Process Automation (RPA) - FORTE – Talent Management Modernization - Productivity Suite – eApprovals, BinderBrowser and eSignatures - OPSdocs Minutes - eArchives Implementation - Digitizing the Business of Government (ONTrack): - CAB - Digital Curriculum Platform 	<ul style="list-style-type: none"> - The Community Services I&IT Cluster (CSC) is implementing the Digital Curriculum and Resources platform - Ontario COVID-19 Child Benefit - Broadband Modernization Program (BMP) - COVID-19 Reporting in Schools and Childcare Centers
PRINCE EDWARD ISLAND	<ul style="list-style-type: none"> - Border Entry Screening & Testing - Cloud Connectivity - Service Center Software Update - Jury Member Registration – Moved from Priorities - Security Information and Event Management - COVID-19 Results 	<ul style="list-style-type: none"> - Pandemic Response - Request an Appointment for a COVID-19 Test - Zoom for Healthcare Enrollment - Submissions to the Council for Recovery and Growth - Temporary Rental Assistance Benefit - Provincial Child Food Program 	<ul style="list-style-type: none"> - Immunization Program Support - Vaccination: Online webforms allows for convenient collection, dispensing and tracking. - Travel Screening - Online Driver's License Renewal - Digital Identity, ACCESS Atlantic and MyPEI Citizen Portal Phase-I - Electronic Medical Record (EMR) - Moneris Checkout (MCO) – Payment Gateway Modernization
QUÉBEC	<ul style="list-style-type: none"> - Bill 95, An Act to amend the Act respecting the governance and management of the information resources of public bodies and government enterprises and other legislative provisions - A number of Cybersecurity activities have been accomplished - Academy of Digital Transformation's website 	<ul style="list-style-type: none"> - Training capsules were posted and made available to all public administration employees on the Academy of Digital Transformation's website - Implementation of a tool to continuously scan for vulnerabilities in all Public Administration assets that are visible on the Internet and to analyze identified vulnerabilities. 	<ul style="list-style-type: none"> - Strategy for the integration of artificial intelligence into public administration. - In March 2021, a third collection of the Baromètre numériQc was launched; it is extended to 113 public organizations

SASKATCHEWAN	<ul style="list-style-type: none"> - The creation of a new Ministry of SaskBuilds and Procurement was completed in March 2021 and includes the IT Division of the Government of Saskatchewan. 	<ul style="list-style-type: none"> - The Cyber Security program continues to be implemented to ensure Government's IT security model is modernized, fully supported, and enabled to secure Government's IT/IM assets 	
YUKON	<ul style="list-style-type: none"> - IP Telephony (VOIP) - MS365 - Proof of Vaccination (PVC) - Security Operations Centre (SOC) 	<ul style="list-style-type: none"> - Varonis Security platform - Digital Approvals & eSignature - ATIPP 	
NUNAVUT	<ul style="list-style-type: none"> - Deployment of new satellite capacity to enhance service and resiliency - Enhanced Government of Nunavut Broadband to support work from home initiatives in support of services to citizens. 	<ul style="list-style-type: none"> - Hardening of Government of Nunavut networks - Deployment of GN Microsoft Project Online for better collaboration 	<ul style="list-style-type: none"> - Training for Government of Nunavut staff for cloud-based Office 365 applications - Enhancement of content and edge security systems

Issues & Needs:

- The information sharing template offers an opportunity for jurisdictions to document any service delivery issue(s) or need(s) 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 goals (i.e. the exchange of best practices, lessons learned, and pilots).
- In the Fall 2021 PSCIOC information sharing documents, FPTM organizations identified specific areas where interjurisdictional collaboration would be beneficial. The predominant areas mentioned by jurisdictions have been grouped into the following themes:

- What **approaches are jurisdictions using to overcome the legislative barriers and privacy implications regarding Digital Identity?**

- There is interest to learn more about the following areas: **policy framework, benefits realization (i.e. efficiency, monetization opportunities), governance model, public-private collaboration model, conducting and promoting public consultations.**

Digital Identity



- Jurisdictions are implementing cloud-based solutions by moving data, applications and other business elements to a cloud computing environment:

- What is the **common approach used to ensure cloud security requirements in procurements?**
- Cloud usage contracts (contracts and pricing) with the “big” cloud providers (Microsoft, AWS, Google).**

Cloud Security



- Due to the focus on digital services delivery and the need to deliver solutions, **how are jurisdictions attracting and retaining top talent?**

- What are the **challenges and best practices to recruit and retain in-demand work streams and functions** (e.g. Cybersecurity, Enterprise Architecture, Artificial Intelligence (AI), and Product Management)?

Talent Management & Development



- Best practices and lessons learned around increasing cyber awareness and strengthening networks against cyberattacks.**

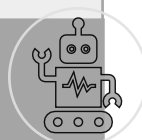
- What should jurisdictions be doing, at minimum, to **ensure cyber-risks are appropriately mitigating?**

Cybersecurity



- Chatbot technology is a strategic initiative across several jurisdictions to enable the digital transformation of services. **What has been the experience implementing chatbot to generate a positive return on investment?**

Chatbot Technology Enablement



- There is continued effort to make tangible improvements to the service experience of citizens. Jurisdictions are interested in **business cases and/or case studies that examines the effectiveness of virtual assistants in service delivery, the cost/benefit analysis, and return on investment (ROI).**

Digital Experience



Background:

- Public Sector Chief Information Officer Council (PSCIOC) Council 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 the October 2021 PSCIOC Council virtual meetings, a total of 13 information sharing documents were received.

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

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