

PSCIOC Information-Sharing Template – September 2019

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

Information contained in this document cannot be shared without the approval of the member jurisdiction (author).

| JURISDICTION: | | Contact |
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| 1. <u>Accomplishments:</u> Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months. | | |
| Digital Framework | <ul style="list-style-type: none">• The BC Office of the Chief Information Officer, as the agency tasked with leading development, cross-government integration and implementation of the BC Digital Framework, conducted an organizational review to determine the Office's readiness and capacity gaps for this work. As a result, the OCIO has established a Digital Service Office, to be led by a Chief Digital Officer; identified a Chief Technology Officer and Chief Data Officer; and reconstituted an existing branch to lead financial model required to support Digital Government, identified as the Digital Investment Office.• The alpha version of BC's new Digital Framework was launched internally on May 30, 2019. The Framework establishes the guiding policies, key goals, and future state to enable government's digital services transformation. The Framework was developed by the BC Office of the Chief Information Officer with partners from across government.• The Framework identifies the following six priority action areas:<ul style="list-style-type: none">○ Digital Funding - Modernize the way technology is funded○ Digital Policy - Create an updated digital and data policy framework○ Common Components - Identify and invest in self-serve and easy-to-use common components so that people will have a synced experience with government○ DevOps Sustainability - Establish a sustainable funding and service model for the BC Office of the Chief Information Officer's world-leading DevOps Platform○ Modern Tools - Provide clear direction to government on the use of modern tools and infrastructure○ Digital Standard - Establish a Digital Services Office and digital standards to bring modern tools and ways of working into the hands of all public servants | Hayden Lansdell |

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| | <p>In addition to the above action areas, a Data Roadmap has been published that lays out an 18-month plan to develop and adopt solutions to common government data issues. The Roadmap sets out a vision for BC Government to:</p> <ul style="list-style-type: none"> ○ Strike a balance between using and protecting data; ○ Design and improve services based on data; ○ Apply data to complex problems by default; ○ Enable data to flow safely across organizational boundaries; and ○ Use data to predict and plan ahead. <ul style="list-style-type: none"> • Feedback on the alpha version of the Digital Framework is currently being gathered (August 2019) from colleagues across government to strengthen the document before being launched in beta. Several in-person engagement events have been held to solicit feedback and identify next steps on the Framework, including a workshop with Ministry Chief Information Officers in June 2019 and two events targeted at employees working in technology from across government. • A series of blog posts relating to the Digital Framework have been posted on an internal digital government blog. The blog series is supporting expanded engagement on the Framework and serving as a channel for gathering feedback from colleagues. | |
| BC Developers' Exchange | <ul style="list-style-type: none"> • Responding to feedback that the various components of the BC Developers' Exchange – CSI Lab, DevOps Pathfinder, procurement modernization initiatives (Code With Us, Sprint With Us) – each being operated under separate names and brands was leading to confusion, all of these various components have been pulled back under the BCDevExchange banner, and a formal program – housed within BC's new Digital Services Office – is being established. • The rebranded Exchange Lab (formerly "CSI Lab") is taking on resident teams tackling increasingly complex problems: <ul style="list-style-type: none"> ○ The Climate Action team has released an Alpha product in support of fulfilling commitments under BC's "CleanBC" strategy; ○ A new Health Gateway teams is working across the BC Health Sector to provide citizens with authenticated access to all their health care information from a single site, starting with Medical Services Plan, laboratory and immunization records information; and | Rumon Carter |

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| | <ul style="list-style-type: none"> ○ The Mines Digital Services teams – focused on mining monitoring, compliance and enforcement – have completed an experiment in scaled agile delivery and are set to mature to a new Natural Resource Ministries-focused digital lab in the fall. • The DevOps Pathfinder OpenShift Container Platform is now available as a production government-wide service, supporting more than 100 applications – at a fraction of the cost and with significant value-adds compared to traditional hosting. A Platform Services program is in-development to support the scaling of this platform. • The Code With Us and Sprint With Us procurement tools are being integrated into a new Digital Marketplace program, combined with BC's Procurement Concierge initiative, to provide a single place for developers and digital service providers to exchange goods and services. • The DevHub (https://developer.gov.bc.ca), a developer program for self-service tools, design and software development kits to enable rapid design and development cycle for new digital services, continues to grow and scaled, making it easier for developers to build leading digital services. It is envisioned that this content will be integrated into a new digital hub for the BC Government at its partners, to be found at digital.gov.bc.ca. • The BCDevExchange was recognized as a finalist for a BCTECH Association Technology Impact Award for technology adoption, a unique accomplishment for a government program area. | |
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| Integrated Data | <ul style="list-style-type: none"> • In fall 2018, the BC Data Council launched cross-ministry agile teams to drive action on an 18-month Data Roadmap to improve data management and use: <ul style="list-style-type: none"> ○ Current state review of data management practices is underway. ○ Data professionals are now included in Digital talent management strategy and data job streams are being created. ○ API guidelines for all the BC government were developed and published on GitHub. ○ A data registers White Paper has been developed. Identification of data registries across government is underway, the first of which is the OrgBook BC. Next step is identification of other priority registers and rolling out the promotion of their use. • As part of the BC Data Council action items, a corporate Data Literacy program geared towards all levels of the public service, from general awareness to Executive-specific, is being developed. To date, the Data Literacy Program has conducted a Data Skills Survey across the public, released a suite of tools and resources available to the BC Public Service, and has developed and is implementing a comprehensive data literacy communications and awareness plan. • Inventory of available data useful for GBA+ analysis within BC government is complete and will be made available to BC public service employees in the BC Data Catalogue to increase usability. • The Data Innovation Program launched in 2017 continues to integrate high value data sets from across the BC public sector (representing social services, health, justice, education, children and families as well as work and income data). This data is linked, de-identified and research ready. • There are currently six high-priority research projects underway in the Data Innovation Program supported by the Data Science Partnerships branch exploring issues including: <ul style="list-style-type: none"> ○ Child and Youth Mental Health (currently a finalist for a Premier's award in the category of 'evidence by design'. ○ Children and Youth in Care ○ Basic Income | Hayden Lansdell |
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| | <ul style="list-style-type: none"> • Launched a Data Science Partnerships Program to support data science capacity building and facilitate cross-government research projects. Highlights include: <ul style="list-style-type: none"> ○ Launched the Data Science Fellowship which supports additional 'pipelines' for highly desirable data science talent into government. Currently in it's second intake. ○ Launched the Data Science Community of Practice which focuses on sharing practices, inspiring each other and supporting continuous learning in data science in the BC Public Service. ○ Supporting multiple priority integrated data projects on protected and non-protected data, such as Predicting Wildfire Behaviour. ○ Developing scalable, open-source and reproducible methods for using Data Innovation Program datasets. • Began collaborating with Statistics Canada and leveraging shared knowledge and technology components for analytical service and virtual research data centres. • Presented at the International Population Data Linkage Network conference in Banff (September 2018) and published open-source data linkage software. • Exploring and adopting implementation of real-time data access in machine readable formats using application programming interfaces. Proof of concept partnership was delivered with local virtual reality company which demonstrated the use of real-time lighting strike, wildfire, and forestry data for simulating weather-related events. | |
| Digital Investment Office | <ul style="list-style-type: none"> • Completed a benchmark with Gartner on the minor IMIT Capital portfolio into industry standards Run, Grow and Transform. This baseline will be used to measure how we are transforming our services to be more digital. • Working on a process to address operating pressures as a result of amortization of IMIT Projects. • Leading the co-development of a Digital Investment model with ministry CIOs to modernize the way technology is funded so that funding for priority digital initiatives are faster, agile friendly, more flexible and ensure better value. • Continue engagement and planning for application rationalization as part of next IT capital planning process based on updated data in C55. | YongMei Chen |

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| OCIO Strategy | <ul style="list-style-type: none"> December 2018: Publication of an additional pillar strategy for Network services. This strategy focuses on the capacity of the BC Government network to support digital government. In October 2019, the OCIO will host the Connect 2019 conference. In its sixth year, this will be the OCIO's biggest event yet with 750+ attendees from across government and broader public sector. The event will feature two days of interactive sessions, immersive workshops and engaging speakers. New to the stage this year will be local start-ups, two marketplaces and academic institutions. This year's conference themes are anchored around Digital Government Transformation, Trust and Data as the Foundation, and Powerful Tools, Powerful Partnerships. | Hayden Lansdell |
| Privacy | <ul style="list-style-type: none"> Microsoft is not able to remove the blanket terms in their online services agreement that allows Microsoft to transfer, store and process Customer data in the United States or any other country in which Microsoft or its Sub-processors operate. However, it was agreed that the Microsoft terms can be embedded in an agreement rather than using a reference to the Microsoft Online Services Agreement (OSA); This protects the Province from ongoing changes to the OSA and facilitates the use of the list of Azure services which have been confirmed as being contained in the Canadian geo as well as on-premise Azure Stack services. | Stuart Restall |
| Network Communication and Collaboration Services | <ul style="list-style-type: none"> Cloud – We have engaged Microsoft to assist us with our Microsoft Tenancy Governance. The endeavor includes a number of workshops to establish a good working model for all the subscriptions, including preparation for an Office365 environment. Built 6 new Emergency Management BC high available locations throughout the province. These environments have multiple resiliency points in and out of the buildings as well as the ability to operate fully autonomous, should all connections still get lost. Voice Modernization – As of July 2019 we have transitioned over 25,000 legacy analog voice lines to use Microsoft Unified Communication (on premises) technology to enhance communication with government workers and to citizens. | Dwayne Robinson |

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| | <ul style="list-style-type: none"> • SharePoint – We have launched and migrated to a highly available SharePoint 2016 environment from the legacy 2010. This will significantly reduce the downtime to Government operations. Plus HA • WIFI connectivity – We are in the process of significantly increasing our Government WIFI access. This initiative includes the rollout and expansion to include full and complete coverage for every Core Government office as well as several Broader Public sector entities. • Remote Connectivity - As of Spring 2019 we now provide remote VPN access to all 35000 Government of BC employees as a standard offering. • We offer what we call an ‘Office in a box’, which is a specialized device allowing us to stand up any location and quickly attach to the government network getting access to all resources. • ** These capabilities in the bullets above play a significant role in our abilities to continue to operate in the event of a disaster scenario. ** | |
| Services to Business | <p>Applying agile methodologies to build a seamless, simple service experience for businesses. The overall outcome is significant business and operational efficiency, citizen experience improvement including improving the relationship between government and citizens leveraging the following initiatives:</p> <ul style="list-style-type: none"> • <u>Application Modernization</u>: BC Registries has started a phased, multi-year modernization initiative to replace and improve the applications used for the Corporate, Personal Property and Manufactured Homes Registries and improve the service experience to make it easier for citizens and businesses in their interactions with government • <u>Engagement</u> –BC Registries staff, stakeholders, partners, end-users and collaborating Ministries are continuing to engage in discussions envisioning a future and guiding star for the Registries suite of applications. Iterative service design work will continue in support of this vision focusing on the service journey through the eyes of clients. | Bev Dicks/Carol Prest |

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| | <ul style="list-style-type: none"> • <u>One Stop Refresh - In August</u>, the OneStop Business Registry was enhanced to be more modern and created a simplified, consistent and user friendly. This project utilized a modern service design/user experience approach. • <u>Launch of a new Names Examination</u> – In October 2018, Registries launched a replacement application to improve the Names Examination process leveraging service design, DevOps and other Agile/Scrum methodologies. By September 2019, development will start on the public facing Names Request Online in order to improve the business service experience. • <u>Launch of Cooperative Maintenance Filings:</u> On August 21, 2019, Registries will launch a new online service for Cooperatives Associations (Co-ops). Previously, filings were paper based, and now Coops will be able to easily file their maintenance filings (annual report, director and address change filings) and pay for them online. After launch work will continue in developing additional online filings for Co-ops (incorporation etc.). • <u>Verifiable Organizations Network</u> – In partnership with the OCIO's office, a public beta of blockchain enabled verifiable digital identity information for registered corporations was launched with Minister's announcement of "OrgBook BC" in January 2019. Over the spring 2019, all corporate entity types were added to the OrgBook public site and preparations are underway for full release. • <u>S2B Working Group:</u> Carol Prest has been nominated as co-chair of the Service to Business Working group. Work is underway in creating a key priority workstreams to present to the PSSDC. | |
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| <p>Citizen Credential: BC Services Card</p> | <ul style="list-style-type: none"> ▪ The Name Mismatch project has been successful with the improvements made thus far, and the partner teams continue to investigate solutions to better support citizens with more complicated name mismatch scenarios. ▪ Continue to co-lead the Pan Canadian Identity Management key priority workstream for Joint Councils: <ul style="list-style-type: none"> ○ Endorsement of declaration for Joint Councils ○ Digital Identity Governance Workshop with public and private sector stakeholders ▪ Completed Onboarding of Ministry programs to the BC Services Card (BC's identity citizen's credential) <ul style="list-style-type: none"> ○ PHSA Private Practice Physicians - Up to 100 Private Practice Physicians within the Vancouver Coastal Health Authority can log on to the CareConnect e-Health Viewer application, using their BCSC from their private practice, to access the personal medical records of their patients (such as hospital stays, medication dosages, lab services, and diagnostic imaging). ○ Ministry of Finance – Billing and Payment Services: Revenue Services of BC (RSBC) have built a web application that went live in April 2018 and has over 90K users using their own authentication. ○ Ministry of Health - HealthLink BC centralized waitlist: a new online service which will gather registration information for BC residents wishing to be attached to a primary care provider. ▪ Current Onboarding of Provincial programs to the BC Services Card (BC's identity citizen's credential) <ul style="list-style-type: none"> ○ BC Public Service Agency – PeopleSoft: Business Performance Branch: BC Services Card will be used to authenticate contracted staff working on infrastructure projects for online access to the PeopleSoft application. ○ Ministry of Forests, Lands, Natural Resource Operations and Rural Development – Natural Resource Online Services Portal: Centralize natural resource activities for both clients (citizens) and staff when doing business within the sector. Clients will be able to apply online to perform an activity within the sector, pay application fees online and track the progress of their applications. | <p>Sophia Howse</p> |
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- **Ministry of Attorney General (AG) - Online Divorce Assistant (ODA) - The ODA is an electronic simplified application that guides users through the process of completing the necessary paperwork for joint filing amicable divorces without children in Supreme Court. This process was complex, and the paperwork was often filled out incorrectly, resulting in multiple visits to court registries and delays and frustration on the part of citizens. ODA is currently authenticated with Basic BCeID. The ODA future use is to expand to include joint filing divorces with children as well as implementing electronic filing of the documents generated by the ODA through Court Services Online. ODA would like to expand using the BC Services card to make the experience easier for the citizen by using BC Services Mobile Card and Video Chat.**
- **EDUC - Student Transcripts Service - Students/Citizens will be able to request or print copies of their transcript and their certificate and request electronic transcripts to be sent to the post-secondary institutions (PSIs) of their choice to support admissions processing and ability to view provincial examination results.**
- **Ministry of Citizens' Services (CITZ) – BC Registries and Online Services – Co-operatives Online (name may change) - Goal is to develop a better service experience and make it easier to for citizens and businesses to complete transactions and filings with the province of BC and across other jurisdictions, manage accounts and pay for services. Future state is to move the filing of Annual Report filing to an online transaction with subsequent filings and features to follow.**
- **Ministry of Advanced Education, Skills and Training (AEST) – StudentAid BC Client Portal - The Modernizing Student Financial Aid initiative (MOD) is a multi-phased project responding to student and post-secondary institutions' expectations for simple, consistent and personalized service experiences related to student financial assistance. A student seeking financial assistance will visit the Student Aid BC (SABC) website to apply for a student loan as they do today. The student will be provided the option to register and create their client profile with the use of the BC Government Services Card or a Basic BCeID.**

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| | <ul style="list-style-type: none"> ○ Ministry of Health (HLTH) – Health Sector IM/IT Division – Health Gateway - The Health Gateway is a secure, unified and coordinated gateway that provides patients a single view of their health information and over time will expand access to information, services and functionality. Through the BC Services Card, the solution will establish a secure and trusted identity proofing mechanism which can be leveraged for future online engagement tools for both patients and health care professionals. The first iteration of the product will provide view-only access to laboratory test results, medication history, and immunization records through integration to various clinical systems. ○ Ministry of Education (EDUC) – Student Information Systems- Personal Education Number (PEN) Online Access Module (Temporary Name) - The PEN Registry assigns a Personal Education Number to all students using the BC Ministry of Education curriculum (through agreements this includes the Yukon and offshore schools). This first initiative (MVP) allows students to access an online system to retrieve their PEN. The PEN Registry will store the Education Direct Identifier (EdDID) matched to the Student’s PEN for future use and to receive updates from IDIM. The long-term goal is that this application becomes the single point of entry to all Ministry of Education online applications integrating with IDIM. ○ Onboarding Federal programs to the BC Services Card (BC’s identity citizen’s credential) ○ My Service Account Canada & Canada Revenue Agency (CRA): BC residents will be able to use a verified digital identity associated with their BCSC to access online services offered by Employment and Social Development Canada (ESDC) and the CRA. Access to online services will include those associated with ESDC’s My Service Canada Account such as Employment Insurance, Old Age Security and Canada Pension Plan, along with those associated with CRA’s My Account such as personal income tax and benefit information. | |
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| | <ul style="list-style-type: none"> ▪ Current Onboarding with the Continuous Service Improvement Lab of DevOps Identity and Access Management Service (Keycloak) projects for BCeID <ul style="list-style-type: none"> ○ Natural Resource Sector - My Range Application: support for Range Tenure Agreement Holders grazing cows on Crown land to provide information and updates about their operations to government. ○ Ministry of Citizens' Services - DataBC BC Data Catalogue: Legacy online service that is currently integrated with IDIR-only. Provides a centralized location to find, learn about, visualize and download spatial and non-spatial data to government, private sector and public. ○ Ministry of Transportation and Infrastructure – Mobile Driver Input Tool: Client has an existing website with a Production integration with BCeID to support audit, inspection and other functions for ministry of transportation. This new mobile app improves access for users in the field. ○ Ministry of Energy, Mines and Petroleum Resources - Mines Digital Services: To allow Major and Regional mines to access multiple e-services including applying for mining applications, uploading reports and updating mine information. ○ Beta release of Mobile Video Chat in June 2019 to complete “identity verification” process. Full launch expected fall 2019. ○ Completed BCeID strategy. Currently working on securing resources and developing an approach to modernize the BCeID suite of products (Business, Basic and Personal) | |
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| Information Communications Technologies | <p>Connecting BC Program</p> <p>Expansion of High-Speed Internet in Rural, Remote and Indigenous Communities</p> <ul style="list-style-type: none"> ▪ The Connecting British Columbia program is a multi-year, province-wide program designed to help expand and enhance rural high-speed internet connectivity in B.C. <ul style="list-style-type: none"> • Phase 1 invested \$10M in provincial funding to improve local connectivity infrastructure. Twenty-eight last-mile projects benefitted from funding. Over 200 B.C. communities and more than 40,000 households will benefit from improved connectivity. • Phase 2 committed an additional \$40M in provincial funding toward transport telecommunications networks, local infrastructure and connectivity infrastructure planning. Achievements include: <ul style="list-style-type: none"> ○ Co-funding 19 new transport and local infrastructure projects, including 9 large-scale transport projects with the federal Connect to Innovate program. ○ Co-funding one connectivity infrastructure planning project involving coastal First Nations. ○ As of July 31, 2019, \$124 million in federal, provincial and private sector funding has been announced since January 2018, which will benefit an estimated 250 communities, including 78 Indigenous communities. • Phase 3 committed a historic \$50 million in provincial funding announced in February 2019 during Budget 2019. New program criteria and intake is anticipated to be announced in Fall 2019 to coincide with the CRTC's Broadband Fund. ▪ Completed version 2 of the Connectivity Handbook to aid communities in assessing the local connectivity infrastructure landscape and the factors which influence when, where and how connectivity is expanded. Link to https://e.issuu.com/embed.html#27484704/64146066 | Howard Randell |
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- **Completed Benchmarking Report to understand the criticality of broadband and how British Columbia performs relative to its peers across the dimensions of access, affordability and speed. Link to <https://e.issuu.com/embed.html#27484704/64329347>.**
- **Announced the completion of a one-time project to expand cellular connectivity to Witset First Nation situated on Highway 16, Canada’s Highway of Tears. Link to <https://news.gov.bc.ca/releases/2018CITZ0028-002072>**

Connected Communities

- **Completed two videos in 2019 to capture and promote rural connectivity success stories. All success stories can be found here:**
<https://www.northerndevelopment.bc.ca/connecting-british-columbia-success-stories/>
- **Engaging Northern and Southern Gulf Islands, Strathcona Regional District, Vancouver Island, Columbia Basin Region, and Coastal First Nations on the Connected Communities Digital Roadmap framework to identify last mile needs, priorities and opportunities to inform regional connectivity plans.**
 - **27 digital readiness engagements are in process**

Online Community Connectivity Resources:

- **‘How to Guide’** <https://e.issuu.com/embed.html#27484704/64359829>
- **Connected Communities Detailed Roadmap**
<https://e.issuu.com/embed.html#27484704/64359849>
- **Connected Communities Framework**
<https://e.issuu.com/embed.html#27484704/64784061>
- **Delivery of a Connected Communities Workshop at UBCM’s 2019 Convention has been confirmed.**

Priority Engagements

- **Connected Communities will be working with impacted communities of mill closers to support diversifying local economies with emerging digital opportunities.**

Intervening on behalf of the province in the CRTC wireless mobile review CRTC 2019-57

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| <p>Government Communications and Public Engagement</p> <p>Digital Services</p> | <p>BC continues to implement personalization as part of the next generation of www.gov.bc.ca. Supporting government's priority to 'improve the services people count on', the Personalized Digital Services Strategy (PDS) is a cross ministry effort to make tangible improvements to the service experience of British Columbians, based in 7 years of direct human-centred research with British Columbians. The focus of PDS is to take actions that solve some of the known service problems. These actions will:</p> <ul style="list-style-type: none"> • Create a personalized service experience for citizens, where government: <ul style="list-style-type: none"> ○ Can suggest useful services, based on research and what citizens decide to share ○ Can notify citizens about application status and changes and citizens: <ul style="list-style-type: none"> ○ Can get access to an expert, how and when they need it ○ Can make, save, and make changes to their application • Make it faster and easier for ministries to create personalized digital services correctly — users first, using modern methods • Support good decisions about priorities for the personalized digital service experience • Create exemplars that support organizational learning and improvement <p>To support this work, we have:</p> <ul style="list-style-type: none"> • Created a Proof of Concept demo of the personalized digital service experience, including both anonymous personalized service journeys and authenticated personalized service management. • Implemented an analytics data pipeline based on Snowplow and Looker (on Canadian Cloud provider) to capture data on service transactions to make evidence-based improvements to services, both online and offline. • Implemented a replacement of enterprise search technology (Mindbreeze) for the end of life Google Search Appliances to maintain and improve online web search. <p>To continue supporting this work we are:</p> <ul style="list-style-type: none"> • Delivering a business case to Treasury Board to obtain funding for additional efforts to scale this work across the BCPS. | <p>David Hume</p> |
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| | <ul style="list-style-type: none"> • Building a coalition around governance of this initiative moving forward and working collaboratively across the BCPS on program design. • Implementing an enterprise digital forms solution (leveraging Orbeon forms) to improve applicants' experience accessing services (first 2 forms are in production, developing a rollout model). • Continuing Open Source development of media management and business planning systems in partnership with New Brunswick. • Undertaking a modernization of media management and business planning systems (including the BC Government News website) using DevOps and Agile software development principles to build in new functionality to better deliver information to citizens. • Building services that use AI and machine learning principles to better measure the impact of information released to citizens and create better metrics to measure performance of information distribution. • Continuing to engage citizens online to provide input on the program, policies and services that affect them. Exploring new tools and opportunities to expand the way citizens give input in more interactive and meaningful ways. • Building capacity of ministries and program staff to take a human-centred design approach to designing and delivering services to British Columbians through service design training and oversight. • Making tangible changes to the design and delivery of government services so they are focused on meeting the needs of their citizens, as well as government staff. As part of this work ministry teams will partner with Government Digital Experience to uncover needs and challenges and identify and test opportunities for service improvements. • Building a corporate Design System (code library and design patterns) to promote consistency and usability across digital government services. | |
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| | <ul style="list-style-type: none"> Identifying and establishing design principles, standards and a service manual to provide guidance for the design and development of digital services, including GBA+, inclusive design, and reconciliation. Continuing commitment to lead the organization in digital accessibility research, design and implementation for citizens with disabilities. | |
| Service Management | <ul style="list-style-type: none"> Began implementation of ServiceNow as the OCIO Enterprise Services IT Service Management tool – enabling transformation of service delivery. Using Scaled Agile to deliver change beginning with high value services: Incident and Problem Management; Software Asset Management; and user-centric services. Implemented monthly client reporting of service levels achieved for select services. Implemented an annual client satisfaction survey. | Terry Whitney |
| BC Government Cloud Services | <ul style="list-style-type: none"> Software as a Service Guidelines- the SaaS guidelines have been completed in draft and are in the process of being reviewed by executive and subject matter experts prior to publishing. A cross Canada cloud services environmental scan was completed A discovery initiative is underway to explore ordering of public cloud resources and then to manage the lifecycle of these resources. The ServiceNow cloud management module will be leveraged for two public cloud providers. We expect completion of the ordering and fulfillment exploration by September. The next phase will explore the lifecycle after fulfillment – the ability to monitor cloud resources and to report on cloud usage. We will also explore the utility billing models supported by ServiceNow cloud management module. We expect to report our findings by November and then we will tear down the ServiceNow instance and associated cloud resources used for this discovery. Amendment signed with Microsoft in November to permit use of Online Services for non-PI (personal information). Additional efforts by vendor have identified a short list of services that are confirmed as being contained in the Canadian geo, and the amendment is in progress to have them included in our Enterprise Agreement. | Kirsten McCaig Mac Campbell Stuart Restall |

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| Strategic Partnerships Office | <p>The SPO supports this through three workstreams:</p> <ul style="list-style-type: none"> • Corporate Level Policy and Governance. <ul style="list-style-type: none"> ○ To modernize the way government sources and procures services in large size contracts, SPO continues to develop and implement a Strategic Sourcing Project by building a risk-based framework for sourcing services in support of government direction. ○ Implemented new governance frameworks at the Assistant Deputy Minister and Executive Director level to review strategic contract direction and key milestone (e.g. business case) and provide guidance on proposed policies and issues/opportunities related to strategic sourcing. ○ Develop and implement policies and procedures related to strategic contracts, including a common approach to labour. • Deal Strategy & Oversight <ul style="list-style-type: none"> ○ Directly support approximately 8 deals/initiatives through key deal lifecycle stages, including work in support of the Workplace Technology Services, Health Insurance BC, Hosting / Data Services, Revenue Management Services, Telecommunication Service Master Agreement, HIAL/PLIS, Workplace Evolving Services Technology and Facilities Management procurement projects. • Portfolio Planning & Support. <ul style="list-style-type: none"> ○ SPO ran numerous programs including portfolio training and capacity building, knowledge management, best practice research, business intelligence, portfolio performance management and external resource provisioning. | Bobbi Sadler |
| Workplace Technology Refresh Program | <ul style="list-style-type: none"> • Government wide refresh of approximately 34,000 workstations to provide employees with new, faster hardware, the Windows 10 operating system and Office 2016 underway. Over fifty percent complete. The program is planned to increase the number mobile devices (laptops and tablets) deploy to over 75% and is scheduled to be completed in early 2020. • Completed an Enterprise Design Thinking session with cross government ministries representatives to generate and socialise concepts on a user centred service delivery methodology for future device refreshes. • Implemented an initial rollout of a new user direct service delivery model. Employees will be able to choose their device, their delivery date and will set up their own device. Results and feedback from employees will be used to further inform future service design and delivery of devices services. | Kirsten McCaig |

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| Information Security | <ul style="list-style-type: none"> • Held very successful 20th Annual Privacy & Security Conference in Victoria in February and one-day Security Day conference in June entitled “The Connected World of SmartCities” open to all public sector across Canada. • Onboarded each ministry in government onto the Statement of Acceptable Risk (SoAR) process with the SoAR as the final artefact for completion of Security Threat & Risk Assessments. This 2-page form records the system name, key risks, and necessary signatures and represents conscious acceptance of risk by the appropriate stakeholders. • Following successful one-year trial of complimentary security services for public sector organizations, refined list of services to three most popular, highest value services and continue to onboard public sector organizations. • Completed multi-year Border Hardening project to establish protection at the network perimeter. Also refreshed Incident Response Runbook and conducted expanded drill to test effectiveness. Planning to automate Incident Response run pages next. • Completed cross-certification of Digital Certificate infrastructure with federal government and RCMP enabling use by Ministry of Justice and law enforcement throughout BC. Will need to remap certificate policy with federal government certificate policy. • Completed Annual Information Security Review in June to self-assess security maturity across ministries and identify areas for improvement. • Published security awareness course externally on the internet for other organizations to adopt. | Gary Perkins |
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2. Priorities:

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

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| Digital Services | <ul style="list-style-type: none">• Establish the necessary business case to scale up the lessons learned from pilot projects• Continue to build out the Design System for BC in collaboration with the CSI lab and ministry partners• Deploy a new service-oriented template and journey builder wizard into our Content Management Framework (CMSLite) and populate with initial services to test under an “alpha” version of gov.bc.ca/ (tbd ‘services’)• Define a policy framework and update Chapter 22 of Core Policy to help ministries understand what they need to do to support personalized digital services• Develop a policy framework to guide design and implementation of an AI-assisted service recommendation engine• Set priorities for service improvement• Continue to support capacity of service delivery and content improvement teams across government to deliver user-focused services through training and partnership on projects.• Make tangible improvements to government services by partnering with ministries to discover user needs and testing/implementation of improvements.• Roll out improved services based on the personalized digital services approach | David Hume |
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| BC Developers Exchange | <p>The team is working using agile/scrum and is using a set of openly viewable Kanban boards to track and manage the sprint activity and backlogs: https://trello.com/devex2</p> <ul style="list-style-type: none"> • Graduate teams/projects from the Continuous Service Improvement Lab and invite new teams/projects in. • Release a set of DevOps pipelines/tool chains to accompany the production container platform that will speed the start-up cycle and continuous integration/deployment for new software projects. To accelerate the teams even more, these pipelines will be endorsed by the Government Chief Security Officer and the Government CIO. Key features will include a series of advanced security capabilities for automatic detection and response to application code-based vulnerabilities. • Conduct a new Pathfinder initiative to learn what directions government should take with hybrid cloud using a set of early adopter projects and a range of candidate software stacks, tool chains, and application architectures. • Design improved model(s) for hiring new employees, staffing, training, and sustaining, continuous service improvement teams (aka agile teams). • Build on the successful launch of TheOrgBook to deliver a proof of concept for Blockchain enabled services to enable digital identity information for verified organizations, persons and affiliations. • In conjunction with Service BC, build on the successful launch of TheOrgBook to deliver a proof of concept for Blockchain enabled services to enable digital identity information for verified organizations, persons and affiliations. • Work with Service BC to build and transition across government an iterative operating environment that seeks to create a government organization that embraces continuous improvement. | <p>Rumon Carter John Jordan Working with Service BC Carol Prest</p> |
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| Information Communications Technologies Connecting British Columbia | <ul style="list-style-type: none"> • Expand high-speed internet in rural, remote and Indigenous communities by leveraging federal and private sector investment. • Continue working collaboratively within the context of the new Canada Connectivity Strategy announced in July 2019 with the goal of achieving internet speeds of 50/10 Mbps to 100% of British Columbians by 2030. • Secure additional funding to support Phase 3 of the Connecting British Columbia program to support the new target of 50/10 Mbps. • Develop a connectivity information tool to assess the status of connectivity and connected communities. • Identify specific coordinated actions, both provincially and federally, to address barriers and challenges to access to passive infrastructure (e.g., utility poles, conduit, towers). • Develop a comprehensive cellular funding program to target cellular coverage in communities and along unconnected highways to improve public safety. • Monitor CRTC proceedings involving connectivity and the development of the CRTC's Broadband Fund to support projects to build or upgrade infrastructure and provide fixed and mobile wireless broadband internet services to underserved areas. | Howard Randell |
| Service Management | <ul style="list-style-type: none"> • Transform OCIO and government IT service management to ensure a superior customer experience and contribute to the success of government programs. This is currently underway by transforming OCIO IT service operations, including implementing ServiceNow as an enabler. The OCIO will enable increased integration across government IT (and other) services, automation and self-service to improve the customer experience and streamline service delivery. • Implement initial high value services into ServiceNow platform to streamline onboarding and transfers of employees and contractors. • Consolidate all incident management into the ServiceNow platform to improve visibility and customer experience. | Terry Whitney |

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| | <ul style="list-style-type: none"> Implemented an annual client satisfaction survey. Survey results will be shared with clients annually as well as the resulting action plan. | |
| BC Government Cloud Services | <ul style="list-style-type: none"> Government IM/IT policies are to be comprehensively updated as required to reflect cloud considerations. Procurement for cloud infrastructure services is in final planning phase. Develop the first draft of the Cloud Privacy Protection Schedule for contracting cloud services for Personally Identifiable Information. | Kirsten McCaig Stuart Restall Mac Campbell Kerry Pridmore |
| Information Security | <ul style="list-style-type: none"> Focus on successful delivery of identity projects including infrastructure upgrade, monitoring, evolution, and transformation. Implement multifactor authentication for access to key systems. Remediate audit findings from recent identity and asset management audit once released. Promote responsible adoption of cloud through completion of cloud security artefacts and training. Refine key policies and standards related to security through reorganizing, streamlining, simplifying, and shortening. Examine and modify user behaviour through additional phishing campaigns and detailed analysis of stimuli and response. Replace big data security analytics and web application scanning platforms. Implementing multifactor authentication for remote access by employees. Complete independent security assessment of security maturity. Procure and launch the Data Security Platform component of the Data Protection Program aimed at operationalizing the Information Security Classification Standard and increasing the maturity of data security in the province. Plan the 21st Annual Privacy & Security Conference along with twice annual Security Day one-day conferences. | Gary Perkins |

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| | <ul style="list-style-type: none"> • Acquire a risk management tool to support the recently re-designed Information Security Risk Register, Risk Assessment Process, and Risk Assessment Form. • Collaborate on a 'WebCheck' scanning service available to all 2,400 public sector organizations in the province. • Complete Malware Visibility project implementation to gain much needed visibility to malicious traffic that is presently encrypted. • Promote recently updated procurement vehicles to ensure public sector organizations across the province have access to skilled security resources and services. | |
| Strategic Partnerships Office | <ul style="list-style-type: none"> • Directly support clients with strategic contracts expiring in the next few years. As these contracts near end of term, decisions will need to be made on the structure of future services and sourcing options. Strategic contracts of focus: <ul style="list-style-type: none"> • Workplace Technology Services, expires 2020 • Facilities Management Contract, expires 2020 • Integrated Case Management, expires 2020 • Revenue Management Services, expires 2020 • Health Insurance British Columbia, expires 2021 • Telecommunications expires 2021 • Human Resource Management System (payroll), expires 2021 • Hosting Services, expires 2021 • Microsoft Licensing Agreement • Oracle Licensing Agreement • Mandate Letter Commitments <ul style="list-style-type: none"> • The July 2017 mandate letter for the Ministry of Citizens' Services includes commitments to increase opportunities to small, medium and large companies. In support of the mandate, SPO is modernizing the way government sources and procures services in large size contracts by operationalizing a Strategic Sourcing Framework. This includes identifying risk-based evaluation criteria and establishing a process for sourcing services in support of government direction. | Bobbi Sadler |

3. Issues and Needs:

Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.

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| Information Security | <ul style="list-style-type: none">• Ensure maximum engagement from jurisdictions on relevant working groups such as NCSIP to include representation at face-to-face meetings.• Enabling responsible cloud adoption across Canada• Federal Government (e.g. GoC and/or TBS) security evaluation of Cloud vendors to be leveraged by all jurisdictions nationally• Examine viability of joint procurements for common services• Pursue a common, national WebCheck platform for identifying vulnerabilities on websites | Gary Perkins |
| BC Government Cloud Services | <ul style="list-style-type: none">• Learn and share information related to best practices for adoption of Software as a Service (SaaS) offerings.• Discuss standardisation of contracting approaches related to negotiations for security, privacy, and other general terms and conditions for cloud platforms.• Learn and discuss any cloud brokerage models in development or implemented in Canadian governments.• Learn and discuss issues/solutions associated with people transformation such as skills gaps, job transformation, next generation of IT-related jobs in the public service, and talent management. | Stuart Restall |

4. Topics of Interest:

Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.

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| Information Security | <ul style="list-style-type: none">• Investigate innovative ways to combat cyber threats from a whole-of-Canada perspective rather than duplicate effort in silos.• Incenting post-secondary institutions (especially universities) to offer additional programs and degrees in cybersecurity.• National approach to developing and retaining top security talent.• Establishing a strategy for jurisdictions to leverage the new Federal Canadian Centre for Cyber Security (CCCS). | Gary Perkins |
| BC Government Cloud Services | <ul style="list-style-type: none">• Discuss adoption of cloud services, benefits realization, cloud-related policy updates, and challenges associated with implementation, operations, and termination of services.• Lead/Participate in vendor-centric cloud platform discussions that could include: Microsoft Office 365, Amazon AWS, Salesforce CRM, Oracle Cloud@Customer, Adobe, other.• Learn more about the second phase of the Government of Canada procurement for cloud services re: Protected B type of data. | Stuart Restall |
| Information Security | <ul style="list-style-type: none">• Applying agile methodologies to build a seamless, simple service experience for businesses. The overall outcome is significant business and operational efficiency, citizen experience improvement including improving the relationship between government and citizens leveraging the following initiative:• Verified Organization Network – enable trusted digital identity information for verified organizations, persons and affiliations through a verified organization network using distributed ledger technologies, including blockchain, to allow for an improved, yet secure, service experience for businesses. Initiated proof of concept work for blockchain enabled services underwent a soft launch in winter 2018. Further work requires building out the capabilities for enhancing digital identity and onboarding new partners. | Bev Dicks/Carol Prest |

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| | <ul style="list-style-type: none">• Continuous Improvement: Work with the OCIOs office to build and transition across government an iterative operating environment that seeks to create a government organization that embraces continuous improvement. | |
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