

PSCIOC Information Sharing Model – September 2019

Information sharing was prepared for the PSCIOC meeting of September 2019.

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Administration: QUEBEC		Contacts
1. Accomplishments: Highlight the key accomplishments in IT/IM and/or the important steps taken by your administration over the last 6 to 12 months.	GOVERNMENT DIGITAL TRANSFORMATION Announced in June 2019, the 2019–2023 Government Digital Transformation Strategy specifies the Government of Quebec's orientations and targets for digital services that are accessible, efficient and secure: <ul style="list-style-type: none">• Digital access for relations adapted to the reality of citizens<ul style="list-style-type: none">○ In order to have citizens at the heart of the evolution in services and policies, the target for 2023 is to have:<ul style="list-style-type: none">▪ 75% of new digital services designed with citizen input;▪ 75% of digital services evolve thanks to the ongoing evaluation of citizens;▪ 75% of public consultations offer a digital means for participating.○ In order to have citizens communicate their information only once to the public administration, the target for 2023 is to have:<ul style="list-style-type: none">▪ 50% of services do not ask citizens for information that is already known.○ In order to have public organizations be proactive in their relations with citizens, the target for 2023 is to have:<ul style="list-style-type: none">▪ 60% of deadlines be the subject of digital reminders.• Digital access for a public administration that is innovative, efficient and transparent<ul style="list-style-type: none">○ In order to have citizens at the heart of the transformation, the target for 2023 is to have:<ul style="list-style-type: none">▪ 100% of organizations deploy measures to complete the digital transformation;▪ 60% of employees benefit from a transformed workplace and way of doing things.○ In order to have public services that are digital from end to end, the target for 2023 is to have:	Benoit Boivin Chief Information Officer Benoit.boivin@sct.gouv.qc.ca

- 75% of digital services present a usage rate higher than 75%;
- 75% of administrative processes be paperless.

- In order to have data that is valued and given back to citizens, the target for 2023 is to have:

- 60% of organizations disseminate most of their data that has a high potential for reuse.

DIGITAL GOVERNANCE

The redeployment of resources from the Quebec Shared Services Centre to two new entities will be completed by January 2020. This redeployment will make it possible to have an enhanced capacity for action regarding the acquisition and management of technological infrastructures, activities that are at the core of the development and delivery of services. In addition, in order to focus expertise supporting the government digital transformation, the Quebec Digital Excellence Centre has been created within the Secrétariat du Conseil du trésor (SCT).

- **Quebec Technological Infrastructure:** This new agency will focus its expertise on the management of technological infrastructure and shared government support services. It will make it possible to:
 - Have high-performing technological infrastructure and shared support systems for supporting the delivery of quality services;
 - Ensure the development, use and optimization of shared technological infrastructures by eliminating solution duplication;
 - Focus and develop specialized expertise on shared technological infrastructure;
 - Contribute in enhancing the security of government digital information through the extended use of shared infrastructure that is secure and high-performing;
 - Support, if needed, project management for agencies that request it.
- **Government Procurement Centre:** This new agency will be completely dedicated to grouped procurement in order to increase the volume and generate additional savings. It will be responsible for purchases by all departments and agencies, as well as those in the education and postsecondary education networks and the health and social services network. Greater cohesion in government procurement will also be possible through mandatory enrolment in grouped services for the procurement of certain goods.
- **Quebec Digital Expertise Centre:** This centre will make it possible to speed up the transformation, notably by:
 - Promoting the appropriation of new technologies;
 - Promoting the pooling of innovative ideas and projects with a strong potential for reuse;

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	<ul style="list-style-type: none"> ○ Guiding and supporting public agencies in the implementation of their transformation plan. 	Catherine Desgagnés-Belzil Assistant Secretary catherine.desgagnes-belzil@sct.gouv.qc.ca
	<p>TRANSFORMATION MILESTONES</p> <p>The government is taking action on some of the crucial components of the digital transformation.</p> <ul style="list-style-type: none"> • Processing Centre Consolidation Program <ul style="list-style-type: none"> ○ In February 2019, the Government of Quebec began consolidating its information processing centres, thereby ensuring the optimization of data processing and storage. Planned over three years, this major project includes the physical grouping of computer processing centres and the optimized management of government data processing and storage; ○ Through this program, government data processing and storage management will be optimized mainly through the priority use of public cloud computing, which will contribute in reducing the number of processing centres, optimizing human and material resources devoted to hosting, ensuring data security and infrastructure sustainability and reducing storage costs; ○ This approach is part of an international trend towards digital transformation where several governments are optimizing their data centres and making the turn towards public cloud computing for efficiency and security purposes; ○ In doing so, it allows public agencies to focus on the evolution of their services to the population, by having access to better work tools rather than investing to make up for outdated technological infrastructure. • Updating of the cloud computing orientation statements <p>The cloud computing orientation statements have been updated so that they are more consistent with government objectives and they can support both the processing centre consolidation program and the digital transformation of public agencies.</p> 	Benoit Boivin Chief Information Officer Benoit.boivin@sct.gouv.qc.ca

CLOUD COMPUTING ORIENTATION STATEMENTS

1. Cloud computing: Information resource solutions are based on cloud computing approaches that meet information security and personal information protection requirements.
2. Public agencies have put in place the conditions needed to make full use of the cloud computing potential.
3. The use of the cloud computing approach adheres to applicable government rules regarding information resources.
4. The proper use of the cloud computing approach is based on a collaborative model that encourages and facilitates the sharing of expertise and resources between public agencies.
5. Risk analyses are adapted to the issues and particularities of the cloud computing approach and the planned solutions are supported by appropriate safety measures.
6. Personal information given to cloud computing service providers must be located in Quebec or have a level of protection that is deemed to be equivalent under the Quebec legal framework.

- **Accès UniQC Project**

Work is still ongoing to implement a government solution to provide online access to government services using an “access code – password”. This solution includes rigorous mechanisms for identifying citizens and protecting their digital identity.

- Identity verification and authentication will be easier and better adapted to various clienteles;
- Citizens will be able to access government services using the access code and password of their banking institution;
- Identity verification will be facilitated by giving citizens the possibility of selecting the best way to identify themselves from a list of options;
- Citizens will be responsible for protecting their digital identity the same way they protect their banking information;
- The Accès UniQC Project stems from the adoption of Bill 14, An Act to facilitate the public administration’s digital transformation. The bill should be adopted when the National Assembly sits again in the fall of 2019.

In order to take into account new technologies now on the market, a review of the scope and schedule for the project is in progress. At the end of the design phase scheduled for 2019/2020, the solution to be implemented will be the best alternative.

<p>Priorities: Briefly describe what your organization deems to be the main IT/IM priority/initiative over the next 12 to 36 months.</p> <p><i>The PSCIOC is particularly interested in information in the following areas:</i></p> <ul style="list-style-type: none"> • Digital government • Cybersecurity • Talent management 	<p>SECURITY AND CYBERSECURITY</p> <p>The SCT has been given the responsibility of implementing a cybersecurity policy.</p> <ul style="list-style-type: none"> • Grouping of security stakeholders at the SCT <p>First of all, the integration of the Quebec Administration Information Security Incident Response Team (CERT/AQ) is planned. A unified and dedicated cybersecurity team will be created. This grouping will provide enhanced efficiencies in interventions by improving:</p> <ul style="list-style-type: none"> ○ Collaboration with public agencies, external partners and the entire ecosystem including the Canadian government, other provinces and territories and other countries; ○ The detection and handling of threats; ○ The fluidity of communications within organizations impacted by incidents or for incident prevention. <ul style="list-style-type: none"> • Development of a cybersecurity strategy • Review of the government information security framework and the government directive on information security 	<p>Christiane Langlois Director General Christiane.langlois@sct.gouv.qc.ca</p>
<p>2. Issues and needs: Specify the issues you would like to share with the Council and the type of assistance you may need from the PSCIOC.</p>	<ul style="list-style-type: none"> • Data fluidity between public agencies and protection of personal information <p>In Quebec, as part of the work surrounding the implementation of a digital identity, a bill has been proposed in order to make it possible to designate the public agencies required to use the personal information they possess and to communicate it to any person or organization if this use or communication is needed for an information resource project of government interest. It also makes it possible to grant to a public agency any duty or responsibility associated with this project and to pay for it.</p>	
<p>3. Topics of interest: Please identify the topics of interest within your administration for the upcoming meetings/teleconferences of the PSCIOC</p>	<ul style="list-style-type: none"> • Artificial intelligence • Platform for public participation 	