

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: Government of Alberta		Contact
1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.	Red Tape Reduction <ul style="list-style-type: none"> The Red Tape Reduction Act was introduced in June 2019, it will create new powers to measure, report and reduce red tape – including a new “one-in/one-out” rule for every new regulation created. IMT has a large role in the reduction of red tape, whether it is having more services that can be accessed digitally or receiving evacuation payments during a crisis. A report on the first 100 days of cutting red tape can be accessed here. Additionally, the Government of Alberta (GoA) is currently consulting with internal stakeholders on potential revisions to the Electronic Transactions Act General Regulation. Revising the regulation would support digital program and service delivery, reduce administrative burden, and assist in modernizing business processes. 	Stephen Bull Sr. ADM/Corporate Chief Information Officer Service Alberta Stephen.bull@gov.ab.ca (780) 644 8414 Madeline Driscoll Director, IMT Policy and Governance Service Alberta Madeline.driscoll@gov.ab.ca (780) 641 9068
	Mobile Auto Insurance <ul style="list-style-type: none"> Albertans who have automobile insurance now have the ability to access and provide proof of insurance on their mobile devices. Supported by stakeholders, this latest initiative comes after consultations with provincial insurance companies and allows for greater consumer choice as a safe, efficient and reliable means for Albertans to access their proof of automobile insurance without the hassle of a paper copy. For information please find the press release here. 	
	Canadian Free Trade Agreement <ul style="list-style-type: none"> Alberta announced the elimination of half its procurement exceptions to the 2017 Canadian Free Trade Agreement, committed to review the remaining exceptions and encouraged other provinces to do the same. Other provinces were also challenged to move to automatic mutual recognition of professional and trades qualifications wherever possible. The removal of ineffective and inefficient regulations is a key part of the Red Tape Reduction Action Plan to accelerate investment and get Albertans back to work. 	
	MyAlberta eServices (eservices.alberta.ca) – Provides an easy way to pay for various government services online such as driver examinations, home builder’s licences, traffic fines, Alberta Parks passes, and various events, permits, and licences. <ul style="list-style-type: none"> Since its public launch in 2015, seventy-eight products and services have been made available on the site, and over 1.8 million transactions have been completed, totaling more than \$310 million. The site now processes close to \$450,000 every 24 hours. The site supported the launch of the driver examiner road test program in Alberta by accepting payments for driver examination bookings online. MyAlberta Digital ID (account.alberta.ca) – Provides a secure way to access government services online. Having a single, secure platform for online identity management means citizens have a familiar and consistent experience no matter what online service they need.	

- Departments are leveraging MyAlberta Digital ID to enhance security, realize efficiencies, and streamline access to government services. Currently, thirty-six services are available to users.
 - Albertans with a verified MyAlberta Digital ID account can now access their online health records through MyHealth.Alberta.ca.
 - Multiple programs in Advanced Education are now leveraging MyAlberta Digital ID as an identity management solution for public facing applications.
- The introduction of barcode scanning made it easier to create and verify a MyAlberta Digital ID account and halved the number of Albertans seeking contact centre assistance with ID card verification.
- In September 2018, Alberta received a Letter of Acceptance from the Treasury Board Secretariat (TBS) and became the first trusted digital identity provider in Canada. Alberta is the first jurisdiction to offer an online-verified identity that aligns with the Pan-Canadian Trust Framework (PCTF).
 - A federal pilot is underway with ESDC and TBS to allow Albertans with a verified digital ID to register for and access their My Service Canada Account, which offers access to Old Age Security, Employment Insurance, Canada Pension Plan, and includes one click access to the CRA's My Account.
 - The pilot accelerates development of the PCTF by operationalizing it. This will be the first time the PCTF is used by the federal government to consume a trusted digital identity from a province.

MyAlberta Digital ID for Business (business.account.alberta.ca) – Alberta launched an unverified digital ID for businesses in September 2018 that lets administrators and delegates interact with government on behalf of a company.

- Currently, there are nine services available to users.

MyAlberta Evacuation Payments System - The MyAlberta Evacuation Payments System leverages MyAlberta Digital ID to provide a fast and convenient way to receive evacuation payments during a disaster. The Government of Alberta used the system for the first time in May 2019. Online payments reduce stress on affected Albertans by improving accessibility and decreasing lines for those requiring in-person services. Government benefits from reduced reliance on costly pre-paid debit cards and large-scale disbursement centres. The system increases confidence that funds are distributed to the correct citizens, maximizing federal reimbursement.

- When MyAlberta Evacuation Payment System launched at noon on Sunday, May 26, the first applicant received their e-Transfer in 62 minutes. Most eligible applicants received their e-Transfer in under two and a half hours without an in-person visit.
- Within the first 6 hours, over \$2.1 million was distributed to over 2,200 evacuees by e-Transfer.
- To date almost 20k people have received emergency funds, totaling more than \$19.5 million, with over 60% of this being distribute using e-Transfers
- Digital Service Technologies developed MyAlberta Evacuation Payment System internally in under 6 months, in collaboration with Community and Social Services, Treasury Board and Finance, and Municipal Affairs.

	IMT Policy Program <ul style="list-style-type: none"> • In July 2019 a new program was launched that provides central coordination for all IMT policy instruments across the GoA. • Prior to the start of the program, an inventory of current state was completed and over 1900 IMT policy instruments were identified within the GoA. • In the first year, the program team will focus on policy requirements for Enterprise Resource Planning, Red Tape Reduction projects, and other priority projects within the IMT sectors. 	
	Information Management <ul style="list-style-type: none"> • Published - Safeguarding Government Information guideline <ul style="list-style-type: none"> ◦ This guideline outlines safeguards that have been established to ensure sensitive information is only accessed by those that are authorized to do so, reducing risk to Albertans and the GoA. • Published - Action Request Tracking System (ARTS) Usage Policy <ul style="list-style-type: none"> ◦ This policy establishes mandatory requirements for ARTS across the GoA, and ensures standardized usage and outlines roles and responsibilities for ARTS and its content. 	
	IMT Investment Management <ul style="list-style-type: none"> • To better manage investments within IMT, the Opportunity Intake and Investment Management (OIIE) web portal was developed. The portal went live in April 2019. • The benefits include: <ul style="list-style-type: none"> ◦ Central Repository site to collect all IMT opportunities and supporting documentation. ◦ Provides a common standardized and consistent evaluation method ◦ Provides an ability to compare proposed investments across the division ◦ Reduces likelihood of duplicate projects and increase potential reuse and collaboration opportunities ◦ Enables sectors to review, prioritize and make decision on funding allocation 	
	Windows 10 Operating Systems Upgrades <ul style="list-style-type: none"> • Maintaining the software on end-user computers is essential for productivity and security. The project team successfully developed, tested, and deployed a new process to test/image resulting in 13,500 upgrades from Win7 to Win10 and over 33,000 Win10 version upgrades. • Microsoft Canada commented on the achievement as a significant accomplishment that is ahead of other enterprise clients. 	
	Enterprise IT Environment (Infrastructure Consolidation Initiative) <ul style="list-style-type: none"> • Began in September 2017 to consolidate IT infrastructure into a robust and resilient shared IT environment. The initiative is now 79% complete and is targeting to complete on schedule by September 30, 2020. • All IT infrastructure, staff, and budget transfers from the individual ministry IT areas are completed. 57% (472) of GoA applications have been migrated into the Enterprise and are in production being used by staff. 16% (130) of applications have been migrated and are in the testing phase with the remaining 27% (222) of application migrations in progress. • Upon the completion of the migrations, the GoA will have three data centres remaining. The EIE initiative has realized approximately five million dollars in savings to date via the cancellation of three major support contracts and the consolidation of multiple hardware and software maintenance contracts. 	

	Enterprise Content Management <ul style="list-style-type: none"> A business case was developed recommending a holistic approach to the deployment, sustainment and continued enhancement of a government-wide ECM solution. This approach will provide a modern, core content management platform that automates major information management processes and collaboration, towards the following outcomes: <ul style="list-style-type: none"> Cost avoidance through improved management of information, reduced duplication and increased information quality and reliability; Improved information security and reduced information-related risks; Expanded internal productivity and operational efficiency through automated workflows, enhanced employee collaboration and citizen engagement; Improved knowledge management across the enterprise; and Deliver significant returns on technology investment. 	
	Workstation as a Service Agreement <ul style="list-style-type: none"> The GoA has signed a 10 year contract with a service provider to provide Workstation as a Service (WaaS) for all desktop, laptop and tablets effective December 1, 2019. As a part of this agreement, the service provider will own all workstation hardware with commitments to replace based on performance criteria and equipment age. The service provider will also provide a comprehensive support service including incident, service requests, equipment refresh, walk up tech bars, and equipment monitoring software with self-heal capabilities. 	
2. Priorities: Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months. <i>The PSCIOC is particularly interested in jurisdictional information in the following areas:</i> <ul style="list-style-type: none"> Digital Government Cyber Security Talent Management 	Enterprise Resource Planning (ERP) Transformation Program <ul style="list-style-type: none"> Implementation of the new ERP system began in October 2018, with a focus on treasury functions Alberta is moving from PeopleSoft to an SAP cloud solution Implementation is occurring in waves (by function/module) throughout 2019 and into 2020 	
	Enterprise IT Environment Initiative <ul style="list-style-type: none"> Scheduled to complete all application migrations, all HR related tasks, all financial requirements, and all necessary service modification/development, by March 31, 2020, and the initiative will meet that date. The final task of the EIE initiative will be to work with the sectors and ministries to complete all planned data center shutdowns through removal and surplus of equipment, cancellation of maintenance contracts, and return of the spaces to the appropriate entities. This will be completed before the planned end date for the EIE initiative of September 30, 2020. 	
	MyAlberta eServices <ul style="list-style-type: none"> Service Alberta is working with stakeholders to maximize the number of services offered on the website. A three-year roadmap helps coordinate projects, onboarding activities and continuous improvement initiatives. Service Alberta continues to automate reconciliation processes to make financial operations more efficient. The development of new features and functions will increase the types of services available online. 	
	MyAlberta Digital ID <ul style="list-style-type: none"> Service Alberta will continue to make it easier for Albertans to create and verify their MyAlberta Digital ID account using technologies commonly found in smartphones. Service Alberta is also working to onboard more services to the program. Alberta continues to work with federal, provincial, and territorial jurisdictions to ensure that the program enables secure identity 	

	<p>information sharing across Canada. Service Alberta is actively engaged in pilot project that will help deliver public services faster, more securely, and at a lower cost.</p> <p>MyAlberta Digital ID for Business</p> <ul style="list-style-type: none"> Service Alberta is working to onboard more services to the program and is actively working with Pan-Canadian working groups to establish digital identities for businesses, so they have convenient access to digital services. The program continues to grow and as more services become available, Service Alberta will redesign the site to enhance the user experience and ensure there is a consistent look and feel across all MyAlberta Enterprise Solutions. 	
	<p>Government of Alberta Data Lake</p> <ul style="list-style-type: none"> The GoA's Data Lake is an enterprise data-sharing platform which supports advanced data and big data analytics. The platform includes an enterprise tool for visualization capabilities now in use across multiple ministries. The Data Lake and its associated services will provide the means to develop deeper insights and stronger analytics from GoA data and external data. Six proof of concepts focused on demonstrating the robust capacity of this new platform have been completed (including two focused on Machine Learning and Artificial Intelligence). 	
	<p>Digital Innovation Office (DIO)</p> <ul style="list-style-type: none"> The digital innovation office accelerates service improvement by delivering exemplar projects alongside program areas and sector CIOs, cultivating digital talent and providing specialized guidance. This year the DIO delivered digital service prototypes for Child Care, the Aboriginal Consultation Office (ACO), the Assured Income for Severely Handicapped (AISH) program, and traffic tickets. These program areas are already making transformative change, reducing costs and improving the service experience for Albertans. Each project is undertaken by a small, cross-functional and collaborative team comprised of program area experts, IT staff and digital practitioners. 	
	<p>Information Governance – Policy Instruments for the Management of Information</p> <ul style="list-style-type: none"> Work continues on developing enterprise information management (EIM) legislation mandating that information be collected once, managed digitally, and open by design Data and Information Management Policy is expected to be in place by January 2020 Current digitization standards (process and technical) are being review/enhanced as a result of updates made by Canadian General Standards Board (CGSB) Work Process Analysis for Information Management Standard was recently ratified; this standard will provide foundational analysis that will inform such outcomes as functional classification for information inventories. A pilot is underway between EIM and one IMT sector to test enterprise guidance on conducting information inventories. Pilot will also produce a facilitation guide that will be used across the GoA. A pilot is underway between EIM and one IMT sector to standardize and enhance IM practices and service delivery, an IM accountability framework, mandatory training, IM maturity assessment, information inventory, and information classification. Development of online training modules for data and information security classification and email management are nearing completion. These will be published to the GoA's LMS system once approved. 	

<p>3. <u>Issues and Needs:</u> Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.</p>	<p>More information from other jurisdictions in the following areas would be beneficial:</p> <ul style="list-style-type: none"> • Online/Digital Services strategy and development. • Digital identity, digital wallet/licenses (e.g., driver's licences) • Online payment (eCommerce) or online disbursement strategy and development. • Blockchain use cases, strategies or initiatives. 	
<p>4. <u>Topics of Interest:</u> Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.</p>	<ul style="list-style-type: none"> • ERP system transformations and implementations, success stories, and lessons learned • Application rationalization and total/relative cost of ownership strategies and approaches • Artificial Intelligence (AI) implementations and strategies, specifically in the domains of: <ul style="list-style-type: none"> ◦ Robotic Process Automation (RPA), digital workers, desktop automation ◦ Chat bots and natural language processing • Successes from other jurisdictions in improving employee engagement • Digital identity, digital wallet/licenses (e.g. drivers licenses), and e-Commerce management • Distributed ledger technology/block chain strategies and plans • ECM implementation successes stories, challenges, lessons learned • Enterprise IM training delivery methods, certifications, compliance • Development and implementation of enterprise business classification standard and scheme • IM/IT policy development • Service Management transformation – centralized enterprise model and what others are doing and planning 	