

PSCIOC Jurisdictional Information Sharing Analysis

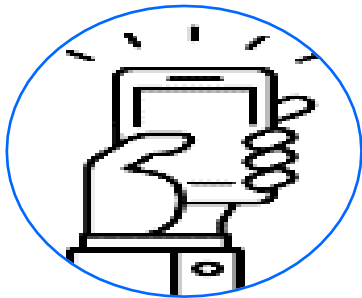
September 2022

Current FPTM Jurisdictional Priorities

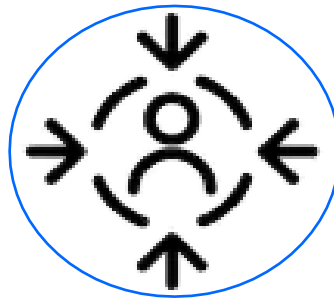
Most of the priorities noted in the PSCIOC information sharing documents align with IT/IM priorities of the PSCIOC and those of the Joint Councils. Combined with the efforts to facilitate the post-COVID economic recovery and delayed hardware/software upgrades and updates, FPTM organizations within the PSCIOC are leveraging the groundwork completed towards IT/IM goals.

The following are primary IT/IM areas jurisdictions are focusing on:

Digital Identity



Citizen-Centric Service



Research and Strategic Intelligence



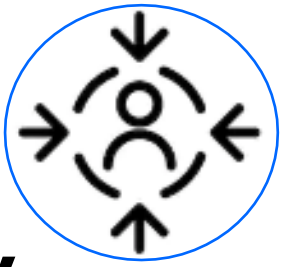
Digital Identity Priority



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

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

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



Citizen-Centric Service Priority

Digital connectivity post the main phase of the COVID-19 pandemic is vital to ensure citizens and businesses can access government services.

Many jurisdictions are focusing on validating systems and maintaining infrastructure stability to support and respond to citizens' service requests.

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

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



Research and Strategic Intelligence Priority

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

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

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

Issues and Needs

Interjurisdictional collaboration

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

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

Specific areas

In the Fall 2022, FPTM organizations identified specific areas where interjurisdictional collaboration would be beneficial. The predominant areas mentioned by jurisdictions have been grouped into the following themes:

6 main predominant areas



Hybrid workplace



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

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

Information and data governance frameworks



Jurisdictions are interested in learning about Information and data governance frameworks that enable enterprise (whole of government) level governance.

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

Staff and digital capacity challenges



Many jurisdictions would like to know how other jurisdictions are handling **resource capacity challenges** (due to the COVID-19 pandemic, shortage of skills, etc.). They would also like to know whether an internal or an external approach should be utilized to alleviate such challenges.

Strategies to address cybersecurity and digital talent shortage are of particular interest.

Software and hardware refresh



Jurisdictions continue to be very concerned with the sustainable management of their technology debt and building a proper change structure around the existing systems that are at the end of their support cycle.

What are the best communication approaches to Board/Deputy level on a range of **key IT metrics and demands**. What solutions are used to improve the way digital services and IT products are funded to maintain their effectiveness in the long term?

Cybersecurity



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

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

IDEA-enhanced digital experience



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

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

Showcase: Jurisdictional Accomplishments

In the Fall 2022 PSCIOC information sharing documents, FPTM organizations showcased current and ongoing initiatives and deliverables within their jurisdictions. The following items are examples of notable accomplishments.

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

Federal

- Government of Canada

1) Strategic direction

Developed a three-year enterprise-wide plan for the Government of Canada that establishes the strategic direction for the integrated management of service, information, data, information technology, and cyber security. The plan seeks to enable delivery of government in the digital age for all Canadians, which will be done by providing modernized and accessible tools to support service delivery. In August 2022, the Government of Canada released their “Digital Ambition Plan”.

2) Data and information management

Published a new Standard on Systems that Manage Information and Data that better supports and modernizes the Government of Canada’s ability to manage all its information and data assets.

3) GC Digital Standards

Introduced amendments to the Directive on Service and Digital to mandate the review of services against the GC Digital Standards. Introduced amendments to the Directive on Service and Digital including three new Enterprise IT Standards to improve enterprise IT services by providing better services, improving efficiency, reducing costs, and strengthening cyber security.

4) Identity validation

Published guidance to Government of Canada institutions on validating identity.

Provincial / Territorial

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

1) Microsoft 365 Implementation

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

2) GoA Cloud Enablement Program

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

3) BERNIE Platform Implementation

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

4) Broadband

Service Alberta released the Alberta Broadband Strategy, which sets out how the province will achieve universal connectivity, providing high-speed internet to every Albertan household and business by the end of fiscal year 2026/27.

1) Anti-Racism Data Legislation

Q1 update: On May 2, 2022, [government introduced the Anti-Racism Data Act](#), new legislation aimed at breaking down barriers for people to access programs, identifying systemic racism in programs and services and the impact these barriers may have on racialized people and, improving programs and services so more people can access the resources they need.

2) Enabling self-service by application development teams

As reported in the last update, BC has begun implementing software-defined networking (SDN) technology to provide self-service administration to our customer base.

3) Software-as-a-Service Adoption

BC is looking at ways to improve the experience of adopting software-as-a-service applications that help program areas in government to collaborate, improve efficiencies and deliver services to citizens.

4) Information Security

Successful broad phishing campaign across government to test effectiveness of security awareness program and provide a safe opportunity to practice the right behaviour of ignoring, deleting, or reporting.

1) Digital ID

Registered over 43% of the New Brunswick population in our MyHealth NB Digital-ID platform, a collaborative effort with Service New Brunswick, and Office of the Chief information Officer and the Department of Health, providing citizens online access to their COVID-19 test results.

2) Cyber Security

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

3) Provincial Archives and Information Management

Implemented software to automate management and discoverability of e-records. Issued a Directive on information management in Microsoft Teams to ensure preservation of records.

4) Digital Transformation Team (DTT)

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

1) Digital Government Program

Implementation of VIVVO CitizenOne platform was completed in March 2022. This will enable a more standard technology approach and allow an easier transition towards Digital Identity and Level Three Authentication for specific services.

2) Immigration, Population Growth and Skills

Launched a new registration form to assist employers with workforce needs through immigration supports that will help match employers challenged to fill full-time, year-round job vacancies with newcomers seeking work.

3) Green House Gas Registry (Phase 2)

The Greenhouse Gas Registry was developed to allow Environment and Climate Change in an efficient and secure method to monitor GHG reduction credits (i.e., performance and GHG Reduction Fund credits) earned or purchased by regulated facilities, and, through submission of credits, to ensure compliance with GHG reduction targets.

4) Mobile Digital X-Ray - Animal Health

A new digital x-ray system was implemented for Animal Health allowing the technology to remain current in diagnostic radiography and improving the delivery of veterinary services.

1) Digital Identity Platform

Deployed our first LOA 2 (level of assurance 2) digital identity to our test environment in anticipation of the go live of the Department of Health and Wellness project to provide NS citizens access to their immunization records.

2) Simple Forms Service

Successfully launched a beta version of the **Simple Forms Service** (SFS) to replace an existing service that was expiring. The SFS offers a low-cost way to allow government programs and services to digitally intake information necessary to offer their program via simple, re-usable web forms..

3) Judicial Service Review

Conducted a **Judiciary Service Review** to identify and address service level concerns. This 4-month engagement included significant data analysis and engagement to help inform process improvements, guide the client on how to engage effectively with IT and build a strong partnership going forward.

4) Digital signage

Successfully migrated our **Digital Signage** from on-premise to a cloud hosted solution. This solution is used to display safety information, urgent messages, or other relevant content in some government offices - Access NS Centre, Justice, Art Gallery and Tourism as well as in healthcare facilities.



1) NWT eServices Portal

On November 25th, 2021 the Government of the NWT (GNWT) launch its eServices Portal. The new portal brings together existing portals for Drivers and Motor Vehicles, Student Financial Assistance, and Apprenticeship and Trades while revamping the Fishing Licence provisioning service and bringing Healthcare Card applications online for the first time in the NWT.

2) Open Data Framework

The GNWT has successful completed work on its Open Data Framework and is currently working on launching an Open Government Portal in the Summer of 2022.

3) End User Satisfaction Surveys

The GNWT has conducted it's first government wide end-user satisfaction survey with Senior Management / Leaders across the GNWT. The survey results are being analyzed and will be used for strategic planning and continuous improvements. The survey focussed on improvements that can be made in 10 areas across the Information and Technology sector. The next survey will be rolled out in 18-24 months.



1) Addition of Inuinnaqtun on the Microsoft Translator tool.

2) Training for Government of Nunavut staff for cloud-based Office 365 applications.

3) Enhancement of content and edge security systems for all Government of Nunavut.

4) Implemented mandatory Multifactor Authentication (MFA) (YubiKey and Microsoft

Authenticator) for all GN users.

5) Onboarded new ITSM solution ServiceNow and the IM/IT self-serve portal to better serve GN Users.

6) Launching Cybersecurity awareness training program for GN users.

1) Broadband Modernization Program (BMP)

The program was successfully completed, on target, by March 31, 2022. The goal of the multi-year Broadband Modernization Program (BMP) was to ensure every publicly funded K-12 student in Ontario has access to reliable, fast and secure internet services at school – no matter where they live in the province – to better support modern, digital learning in the classroom.

2) COVID-19 Cybersecurity Supports

The urgency of Ontario's response to COVID-19 meant that fast-tracked technology solutions required urgent security guidance/assessment, secure design advice and testing.

3) Cyber Security Centre of Excellence for the Broader Public Sector

As part of the government's efforts to address the cyber security challenges faced by public sector organizations, Ontario established a Cyber Security Centre of Excellence (COE) for the broader public sector in 2019.

4) Proactive Management of Cyber Risks and Enhancement of Monitoring and Threat Intelligence Practices

Cyber Security Division has procured and deployed a new, enhanced endpoint protection platform tool featuring endpoint detection and response technology.



1) IP Telephony (VOIP)

Launched implementation of move to Teams for telephony.

2) MS365

Launched first elements of cloud strategy including office products and teams and use of Azure IaaS.

3) Multi-factor authentication (MFA)

Accelerated implementation of Azure MFA portal; 2 FA for employee remote access.

4) ATIPP

Introduced regulations for MyYukon program to offer single account and Yukon Identity; launching initial phase SSO capability for un-verified account in September timeframe.

1) IT security modernization

Our 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 including Crown Jewels.

2) One Government approach

The Government of Saskatchewan through an established Information and Technology Renewal program has redesigned processes and structures for governing strategic and operational information and technology investments in the province. With the goal of prioritizing all strategic and operational investments to ensure alignment with a One Government approach to manage technology sprawl and duplication, Citizen Centric Services approach to ensure that the public facing services are meeting needs of our citizens.

3) IT industry engagement

The Government of Saskatchewan is moving to develop an Enterprise Information and Technology Strategy with a request for proposal to the IT industry for consulting assistance, including: the development of a sustainment model, service to develop the strategy and maintenance.

Municipal

- MISA

MUNICIPAL INFORMATION SYSTEMS ASSOCIATION



1) **MISA/ASIM Canada**

Completed work with international counterparts in LOLA (Linked Organization of Local Authorities) on 3 task forces: Transition of Work (remote/in office/hybrid); Identity & Access; and Open Data/Management.

2) **Both MISA Canada and MISA Ontario** sent a letter to Deputy Minister Simon Kennedy with comments on Innovation, Science and Economic Development Canada's (ISED) direction to the Canada Radio-television Telecommunication Commission (CRTC or "the Commission") to create a more effective regulatory framework, improve consumer rights, and advance universal access.

3) In April 2022, **The Canadian Centre for Cyber Security, Public Safety and MISA Ontario** collaborated to launch a municipality pilot to conduct complimentary cybersecurity assessments. We specifically reached out to our small and medium size municipal members who typically face resourcing and funding challenges intending to bring insight into their cybersecurity risks.

Background

- Public Sector Chief Information Officer Council (PSCIOC) information sharing practice enables member jurisdictions (Federal, Provincial, Territorial, and Municipal) to exchange key information regarding organizational accomplishments, priorities, issues/needs, and topics of interest.
- Information sharing helps stimulate nation-wide networking, innovation and growth across member jurisdictions. This is done by:
 - Providing the opportunity for jurisdictions to showcase current and ongoing work.
 - Documentation of lessons learned that may be of interest.
 - Promoting transparency across various governments.
- The ICCS secretariat coordinates jurisdictional information sharing efforts across the PSCIOC Council:
 - Prior to all PSCIOC Council in-person meetings, member jurisdictions are provided with an information sharing template.
 - Jurisdictions are required to complete the template and return it to the ICCS secretariat.
 - The ICCS secretariat houses the completed documentation in a central and secure location (the Citizen First members online webpage) to enable easy access to members. **Note:** The Information collected cannot be shared without the approval of the member jurisdiction.
- For the Fall 2022 PSCIOC meetings, a total of **12** information sharing documents were received from FPTM jurisdictions. A couple of jurisdictions did not submit an information sharing report.

Thank you!

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

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