



## PSCIOC Information-Sharing Template – September 2016

**JURISDICTION:** Alberta

**DATE:** September 2016

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### **1. Accomplishments:**

Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.

- **GoA Domain Migrations (95% completed)** – centralized delivery of email, worksite, desktop, print and user file storage.
- **Software Modernization (99.2% completed)** – Key infrastructure platforms, such as Windows Servers and database services (SQL Server and Oracle) are running versions behind current levels. This project ensures that plans are developed for all ministries to migrate to current platforms.
- **MyAlberta eServices Program ([eservices.alberta.ca](http://eservices.alberta.ca))** – Launched July 2015, the website enables Albertans to securely pay for various government services in one convenient location. The website now offers Interac Online, in addition to major credit card providers, to offer Albertans more choice in how they make online payments. MyAlberta eServices platform continues to grow, giving ministries the opportunity to transform the delivery of their services. New products available on the website include: FOIP requests, fine payments, security services licences, Alberta Parks products and passes, as well as special event registrations. These initiatives ensure that public demand for digital services is met and Albertans have quality interactions with Government.
- **MyAlberta Notify ([eservices.alberta.ca/notify](http://eservices.alberta.ca/notify))** is a new service that allows Albertans to sign up for free email renewal reminders to alert them before their vehicle registration, driver's licence, or Alberta identification card expires. Moving from printed to electronic notices will save Alberta taxpayers more than \$3 million per year, while providing more modern and convenient reminder options for drivers.
- **MyAlberta Digital ID Program ([id.alberta.ca](http://id.alberta.ca))**
  - **Phase 1** – was launched July 2015 to provide Albertans with a secure username and password, so they can easily access Government services. This service enables Albertans to use a single login to identify themselves, much like a driver's licence or ID card does in person.
  - **Provincial** – Collaboration with four Alberta departments (Health, Human Services, Education and Advanced Education) is underway to onboard more services to the program. Having a single, secure login means citizens will have a familiar and consistent experience when interacting with online government services, regardless of department.
  - **Municipal** – Two technical proofs of concept with MyAlberta Digital ID have been successfully completed with City of Calgary and City of Edmonton, which is the first step toward enabling Albertans' to use their MyAlberta Digital ID to login to the cities' applications.
  - **Federal** – A technical proof of concept was completed with Industry Canada.
- **GoA IMT Strategic Plan (99% completed)** – government-wide consultation about future needs completed with engagement of over 500 individuals, 65% of which were non-IMT program leaders. Development of strategies and implementation plan to support 5 year horizon underway. Identified key dependency on changes to the governance of IMT for whole of government.
- **Managed Security Services Transition (100% completed)** – Fully transitioned Managed Security Services from IBM to CGI and moved to the proposed enhanced service offering.



## 2. **Priorities:**

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

- **One Government IMT Enterprise** – includes focusing in on the following IT priorities:
  - Enterprise Governance, IMT Strategy, IMT investment/funding model, IT Security; Application Rationalization and Governance, Data Centre Re-engineering, Enterprise Licensing Strategy and Enterprise Resource Planning
- **Fully Enabled Digital Government** – The Government is working toward achieving “One Citizen, One Identity” by continuing to enhance how it captures, manages and shares information to develop a single view into how citizens engage with the Government to support efficient delivery of services. Key pillars include the continued development and rollout of ([MyAlberta Digital ID](#)) and ([MyAlberta eServices](#)) to all levels of government.
- **SuperNet Next Generation** – continuing to build the Alberta SuperNet to provide high-speed Internet connectivity to government offices, schools, libraries, hospitals and municipalities; facilitating the emergence of a robust ISP market in rural areas through access to the SuperNet.
- **Common Business Number** – Funding committed to adopt the federal Business Number. Project stakeholders include CRA, Alberta Corporate Registry and Alberta Treasury Board and Finance as well as Service Alberta’s Digital Service Transformation branch. Future project phases may include other stakeholders such as other Government of Alberta business units and/or municipal governments.
- **Cyber-Security Strategic Framework** – improving management and staff awareness in matters of Information/Cyber Security through improved online tools, in-class training and enhanced reporting.
- **Evolving the Cyber Security Posture** – Implementing improved User Access Control tools and focusing our attention on Cyber Security Intelligence.
- **Developing IT Security Risk Management Framework** – This framework is required to assist in identifying, assessing, tracking and managing IT Security Risks across the GoA.
- **Cyber Security Awareness and Training Enhancements** – The first line of defense against cyber attacks is also the weakest point in any security program: people. The best tool is awareness and training.
- **GoA Cloud Strategy** - Implement a brokered cloud service model through the introduction of public cloud based Infrastructure as a Service and Platform as a Service offerings.
- **Open Data / Analytics** ([open.alberta.ca](http://open.alberta.ca)) – is available through Government’s Open Data portal. In the last year, its platform was modernized and the Open Information catalogue was published. The portal has grown to include 2000 datasets and more than 4000 documents. The “[Apps for Alberta](#)” contest hosted in 2015 received 29 submissions. The Government is focused on three priority areas: building a plan for Government enterprise data analytics, continuing to add open data and publications to the new Open Government Portal, and working to federate the Alberta Open Government portal with the Government of Canada’s Open Data portal.
- **IMT Service Investment** – Implement a service investment framework through pricing reviews, benchmarking, reinvestment opportunities and assessing value/benefits to ensure services are competitively priced, leverage economies of scale, return value and services are sustainable long term.
- **Application Transformation** – Develop an application framework that ensures a standardized approach for the lifecycle of GoA Applications. This includes developing an enterprise application repository, creating an assessment process to prioritize current opportunities and determine potential for consolidation, and providing strategic leadership and direction in the delivery and planning of enterprise IMT solutions.



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| <p><b>3. <u>Issues and Needs:</u></b><br/>Briefly describe <b>any issues you would like to share with the Council</b> and what assistance you might be seeking from PSCIOC.</p>   | <p>Additional information from other jurisdictions in the following areas would be beneficial:</p> <ul style="list-style-type: none"> <li>• Online/Digital Services strategy and development;</li> <li>• Digital Identity management strategy and development;</li> <li>• eCommerce strategy and development;</li> <li>• Open Data (data analytics and federated model) strategy and development;</li> <li>• Service/One Card strategy and development.</li> </ul>   |
| <p><b>4. <u>Planning for Council Meetings:</u></b><br/>Please <b>identify topics of particular interest</b> to your jurisdictions for future Council Meetings. <i>(Please provide a brief description for each item.)</i></p> | <p>The following topics are of particular interest to Alberta:</p> <ul style="list-style-type: none"> <li>• Citizen/Customer Journey Mapping:             <ul style="list-style-type: none"> <li>◦ Understanding the friction points clients experience can help improve citizen-centric service delivery;</li> </ul> </li> <li>• Omni-channel Service Delivery:             <ul style="list-style-type: none"> <li>◦ Combining traditional service delivery channels with digital ones can lead to an improved user experience;</li> </ul> </li> <li>• Sustainable funding models for digital services:             <ul style="list-style-type: none"> <li>◦ Understanding best practices on how to fund digital government helps ensure the resiliency of digital services;</li> </ul> </li> <li>• Assessing citizen demand for a modern services card through public consultation.             <ul style="list-style-type: none"> <li>◦ Understanding technology trends and citizen/client feedback helps improve planning and delivery.</li> </ul> </li> </ul> |