



PSCIOC Information-Sharing Template - February 2016

JURISDICTION: ALBERTA

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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 (87% completed)** – centralized delivery of email, worksite, desktop, print and user file storage.
- **Software Modernization (91% 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.
- **IMT Disaster Recovery Test** – after registering critical applications and gaining perspective of the DR readiness of applications, tested the transition of core services from the primary data centre in Edmonton to the secondary data centre in Calgary. Gained focus to improve readiness across all departments and agencies.
- **Corporate IT Security Program** – New Chief Information Security Officer hired (Martin Dinel). Corporate Information Security Program Plan was delivered in November 2015 (key messages include CISO Mission, Vision, Service Approach, Goals and Objectives, Strategic Pillars and key initiatives for the next three years. Delivered first version of the GoA Cyber Security Strategy in December 2015.
- **MyAlberta eServices Program (eservices.alberta.ca)** – Launched July 2015, the website enables Albertans to securely pay for government services online in one convenient location, using a computer or mobile device. 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. A three-year roadmap has been developed to help coordinate projects, onboarding activity and continuous improvement initiatives.
- **MyAlberta Digital ID Program (id.alberta.ca)**
 - **Phase 1** – was launched July 2015 to provide Albertans with a secure username and password to 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.
 - **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 Cloud Strategy** – Continue to evolve and maintain guides, templates and other documents, along with direct assistance on cross-government cloud initiatives through the Cloud Solution Centre.
- **Mainframe Data Centre Move** – physical relocation of the mainframe facility from Calgary to Edmonton has been completed successfully.
- **GoA IMT Strategic Plan (75% 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.



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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.**

- **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.
- **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.
- **Managed Security Services Transition** – Transition from the incumbent (IBM) to the new provider (CGI) will be a high priority from January 2016 to July 2016.
- **Evolving the Cyber Security Posture** – Implementing improved User Access Control tools and focusing our attention on Cyber Security Intelligence.
- **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.
- **Service Based Costing and Pricing Assessment** – reviews of service costing and pricing models for GoA IT Domain services and development of an integrated service investment plan.
- **Open Data / Analytics** (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.



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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.

Additional information from other jurisdictions in the following areas would be beneficial:

- Strategy and Development
 - Online/Digital Services
 - Digital Identity management
 - eCommerce
 - Open Data (data analytics and federated model)
 - Service/One Card
 - Enterprise licensing strategies and approaches to delivering value through licensing management practices
 - Enterprise application governance and approaches to managing application rationalization
 - Successful implementation of a recommended Configuration Management DataBase (CMDB) tool
- Cyber Security talent retention and acquisition – Lack of cyber security talent on the market and losing highly qualified cyber security staff to private sector where the demand in cyber security expertise has risen over the past two years.
- IMT Governance
 - Successful models which ensure compliance with enterprise strategy and deliver enterprise benefits while effectively supporting ministry/ program business needs;
 - Role definition of ministry CIOs and/or senior IMT leaders and that of IMT organizations local to ministries;
 - Decision authorities and approach to management of IMT operating and capital funding;
 - Importance of enterprise architecture or similar statement of desired state in governance; and,
 - Legislative or policy instruments utilized to direct changes to IMT governance.
- Migration from distributed to centralized, shared service
 - Successful strategies for moving services from ministries to shared service – overcoming resistance, reducing transition time and keeping costs to minimum.
 - What importance was placed on investment in improving, strengthening and/or broadening (i.e. cloud) the shared service as more was put into it and encouraging the shared service teams to be receptive to new ideas?
 - How were concerns about perceived increases in costs addressed?