

PSCIOC Information-Sharing Template – February 2020

Information Sharing is collected for the purpose of the PSCIOC Meeting of February 2020.

Information contained in this document cannot be shared without the approval of the member jurisdiction (author).

Administration :	Contact
1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.	Stephen Bull Sr. ADM/Corporate Chief Information Officer Service Alberta Stephen.bull@gov.ab.ca (780) 644 8414 Amy Beard Research and Policy Analyst, IMT Policy and Governance Service Alberta Amy.beard@gov.ab.ca (780) 644 3852
IMT Policy Program Implementation <ul style="list-style-type: none"> The IMT Policy Program provides three main functions across the Information Management and Technology environment in the GoA: <ul style="list-style-type: none"> Enablement – removing policy obstacles or shoring gaps to ensure the success of projects and services Continuous Improvement – rationalizing and standardizing IMT policy instruments for use across the GoA Operations – including maintaining a single source of truth, the GoA IMT Policy Instrument Repository. 	
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 88% 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. 69% (573) of GoA applications have been migrated into the Enterprise and are in production being used by staff. 22% (183) of applications have been migrated and are in the testing phase with the remaining 9% (72) 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 \$5 million dollars in savings to date via the cancellation of three major support contracts and the consolidation of multiple hardware and software maintenance contracts. 	
Cybersecurity Program <ul style="list-style-type: none"> An updated GoA Cybersecurity Strategy was approved and published in the Open Data environment in June 2019. The 10 Information Security Management Directives, the most basic security controls required for all digital information collections, were updated in January 2020 to reflect changes due to new technologies and practices recently adopted by the GoA. 	

MyAlberta Enterprise Solutions

Service Alberta continues to partner with departments from every level of government to provide more efficient and effective ways of delivering core business responsibilities by implementing MyAlberta eServices, MyAlberta Digital ID, and other signature projects such as the MyAlberta Evacuation Payments System.

- **MyAlberta eServices** (eservices.alberta.ca) provides an easy way to pay for various government services online.
 - **Accomplishments:** Since its public launch in 2015, eighty-four products and services have been made available on the site, and over 2.7 million transactions have been completed, totaling more than \$430 million. The site now processes close to \$450,000 every 24 hours.
 - **Priorities:** Service Alberta is working with stakeholders to maximize the number of services offered on the website and improve access to registry services. The development of new features and functions will support registries modernization, which is a red tape reduction initiative that will enable Albertans to pay for registry products online via MyAlberta eServices.
- **MyAlberta Digital ID** (account.alberta.ca) provides a secure way to access online government services.
 - **Accomplishments:** Since its public launch in 2015, forty-three services have started using MyAlberta Digital ID and over 750,000 Albertans have created accounts. Departments are leveraging MyAlberta Digital ID to enhance security, realize efficiencies, and streamline access to services.
 - In 2019, MyAlberta Digital ID supported the launch of MyHealth Records and MyAHS Connect, enabling over 100,000 Albertans to access some of their health records online such as immunizations, dispensed medications, and lab test results.
 - In August 2019, a federal pilot launched 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.
 - In September 2019, MyAlberta Fines Search launched, enabling Albertans to look up their fines online, find outstanding ticket numbers, and pay them on MyAlberta eServices.
 - In October 2019, eligible families started accessing the new Child Care Subsidy online application with their MyAlberta Digital ID.
 - In November 2019, Albertans started using verified MyAlberta Digital ID accounts to access the Special Needs Assistance for Seniors online tool.
 - **Priorities:** 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 actively engaged in projects that will help deliver public services faster, more securely, and at a lower cost.

	<ul style="list-style-type: none"> • MyAlberta Digital ID for Business (business.account.alberta.ca) provides administrators and delegates with a secure way to interact with government on behalf of a company. <ul style="list-style-type: none"> ◦ Accomplishments: Alberta launched an unverified digital ID for businesses in September 2018. Currently, there are 15 services available. ◦ Priorities: Service Alberta is working to onboard more services to the program. 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. • MyAlberta Evacuation Payments System leverages MyAlberta Digital ID to provide a fast and convenient way to get evacuation payments during a disaster. <ul style="list-style-type: none"> ◦ Accomplishments: In May 2019, the system was used for the first time. <ul style="list-style-type: none"> ▪ Within the first 6 hours, the system distributed over \$2.1 million to over 2,200 evacuees by e-Transfer. ▪ The system distributed over \$11 million in evacuation payments by e-Transfer to Albertans with a verified MyAlberta Digital ID. ▪ In total, Alberta distributed more than \$19.5 million to over 20,000 evacuees; with over 60 per cent distributed using e-Transfers. ◦ Priorities: Building from the successful development of the MyAlberta Evacuation Payment System, Service Alberta continues to partner with departments to further leverage the platform to modernize processes by allowing Albertans to apply online for other emergency benefits. 	
	<p>Information Management</p> <ul style="list-style-type: none"> • Content Inventory Guideline was developed to assist IMT professionals with: <ul style="list-style-type: none"> ◦ planning, conducting and actively maintaining a content inventory that captures key information regarding the content in the custody and/or under the control of a business area; ◦ describing the processes (and the associated content) of a business area; and ◦ ensuring that the inventory process is conducted consistently GoA-wide. • Content Inventory Facilitator Manual outlines the processes and materials involved in the Consultation/Validation Phase of the inventory process, and includes important information that will assist in preparing for, conducting, and concluding consultation meetings. 	
	<p>Enterprise Resource Planning (ERP) – One Government eXperience (1GX)</p> <ul style="list-style-type: none"> • 1GX is one of the biggest transformations ever undertaken by the Alberta Public Service. This year the Government of Alberta will introduce a new cloud-based ERP technology bringing together business processes and automating functions related to Human Resources, Procurement, Finance, and Information Management Technology. 	



	<ul style="list-style-type: none"> ○ Human Resources: A better employee experience. 1GX will securely and reliably manage every employee's information starting the moment they apply, continuing through hiring and extending throughout their career. ○ Procurement: Leverage our buying power. 1GX will enable consistent purchasing across government, and everyday procurement processes, such as contracts, orders and vendor information, will be easily viewed with real-time tracking. That means faster and more transparent procurement of goods and services. ○ Finance: New real-time financial insights. 1GX provides a central place to access government's budget and accounts. It will reduce inconsistencies and provide standard processes, with common principles. ○ Information Management Technology: Faster decision-making. An audit and assessment of our current applications is underway to understand which can be replaced by the new system and those that can be integrated with 1GX. 	
<p>2. Priorities: Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.</p> <p><i>The PSCIOC is particularly interested in jurisdictional information in the following areas:</i></p> <ul style="list-style-type: none"> • Digital Government • Cyber Security • Talent Management 	<p>Cybersecurity Program</p> <ul style="list-style-type: none"> • Most breaches occurring relating to cloud services occur through the use of stolen authorized users credentials. These are normally obtained through Social Engineering attacks such as email phishing. As a response to this threat, the GoA is planning to harden its authentication systems through the implementation of multi-factor authentication that may include biometrics by August 2020. • The Cybersecurity Program's foundation is based on a solid Security Risk Management practice. The practice, including roles, processes, and templates, will be streamlined and simplified to allow for faster delivery of solutions. The ultimate goal of these simplification is to facilitate faster implementation of and migration of data to cloud based solutions. • Currently setting up a new internal Penetration Testing practice to perform ethical hacking on all new or updates systems before migrating them to production. 	
	<p>Cloud Strategy and Cloud Enablement</p> <ul style="list-style-type: none"> • The Government of Alberta (GoA) is steadily moving towards a 'cloud first' model - cloud computing is a natural progression from traditional IT, building on previous technologies while promising to improve cost efficiencies, deliver on demand services, accelerate innovation, and improve the usability of information technologies for staff. • Having consolidated core IMT services into one organization, built a modern and robust IMT infrastructure (GOA Domain), and established an excellent province-wide broadband network through SuperNet, the GoA is positioned to capitalize on a multitude of benefits that cloud services can provide. • The GoA approach will integrate with our IMT initiative intake evaluation process to identify the best-fit for GoA IMT solutions be it: Software as a Services (SaaS), Platform as a Services (PaaS), Infrastructure as a Service (IaaS) or a non-cloud option – in that order. This approach will require a clear modernization plan for non-cloud solutions in order to ensure that our 	



	<p>applications are well prepared to take full advantage of cloud services and avoid the boomerang effect.</p> <ul style="list-style-type: none"> In order to meet these upcoming cloud requirements, based on a cross-jurisdictional scan facilitated through PSCIOC, the GoA will be following a similar approach as the Government of New Brunswick with a Cloud pre-qualified resource (PQR) procurement. Once completed, the vision is to integrate and automate request fulfillment with the successful proponents for approved GoA initiatives based on the requirements of the business area. 	
	<p>Microsoft Cloud Services – Microsoft 365</p> <ul style="list-style-type: none"> Service Alberta has been working with its ministry partners on a proposed initiative for the government-wide adoption of Microsoft Cloud Services (Microsoft 365). This initiative would augment security and information management capabilities to safeguard public data, and would provide all Government of Alberta employees with the tools to collaborate and manage work and information consistently, effectively and efficiently to better serve Alberta citizens. Specifically this service will help the GoA address the following key issues and challenges: <ul style="list-style-type: none"> Reduce the number of cyber security incidents and information breaches Enable a fulsome information management service that ensures compliance to legislation, full advanced features that include automation and artificial intelligence, and reduction of file duplication Enable all Ministries across GoA to share data efficiently and conduct analytics Allow quick discoveries to respond to FOIP requests. The Government of Alberta is implementing two pilot projects to test the foundational elements of Microsoft 365. The pilot projects will help determine the technical configuration, staff training approach, validate the GoA-wide deployment approach, and determine support requirements for Microsoft 365 products. <ul style="list-style-type: none"> Pilot 1 (February – March 2020): Around 40 participants will be focused on testing the technical configuration. Pilot 2 (July – August 2020): Around 500 participants will be focused on the functionality and benefits for staff across the broader GoA as well as the support experience. 	
	<p>Government of Alberta Data Lake</p> <ul style="list-style-type: none"> The Government of Alberta'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. We are currently addressing governance and business process needs for this platform. 	

	Cybersecurity Program <ul style="list-style-type: none"> Significant requirements exist that cannot be fully satisfied by current industry solutions regarding an enterprise-wide encryption solution for data at rest where the GoA would control the encryption key. As a result and for the time being, the GoA has had to accept the implementation of vendor-controlled encryption solutions. 	
	Artificial Intelligence (AI) Strategy <ul style="list-style-type: none"> The Government of Alberta is working on an AI Strategy to ensure it can successfully implement governance and ethics, align investments across programs, and ensure the right infrastructure is in place to support the ongoing use of the technology and processes. The AI Strategy will be delivered in 3 phases: <ol style="list-style-type: none"> Internal strategy (including current state analysis and future state recommendations) Ideation of AI opportunities across the GoA (evaluate the opportunities, prioritize and create a roadmap) Complete a Proof of Concept to show value AI Strategy deliverables will also include: Governance framework; ethics framework; AI program / operational model; training; service model; skill gap analysis; metrics/performance dashboard for AI. 	
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.		
4. Topics of Interest: Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.	<ul style="list-style-type: none"> Robotics Process Automation Machine Learning / Artificial Intelligence Cloud Strategy 	