

PSCIOC Information-Sharing Template – February 2020

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

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JURISDICTION: British Columbia		Contact
1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.		
Digital Framework	<ul style="list-style-type: none">• The Government of British Columbia's Office of the Chief Information Officer (OCIO) leads efforts to advance digital change across government. Recent work has focused on developing, coordinating and implementing BC's Digital Framework. The Digital Framework represents a significant investment in accelerating the transition towards digital government, supporting the BC Public Service in progressively adopting digital tools and practices.• BC's new Digital Framework was launched internally in spring 2019. It builds on strong progress in the Government of BC in embracing digital government in certain areas (e.g., accelerating digital projects through the Exchange Lab; improving the design of online services). However, it also recognizes that there continue to be opportunities for more systematic, government-wide change.• The Framework establishes guiding direction and key goals to enable government's digital services transformation. Efforts to date have focused on an organizational review to determine readiness and capacity gaps, organizational changes such as onboarding a Chief Digital Officer and establishing a Digital Investment Office, outreach across government, and progress on initial priorities including digital principles.• Initial priorities under the Digital Framework include:<ul style="list-style-type: none">○ Funding - Modernize the way technology is funded○ Policy - Create an updated digital and data policy framework○ Common Components - Identify and invest in self-serve and easy-to-use common components so that people will have a common experience across government○ DevOps Sustainability - Mature OCIO's platform for modern application development	Jaimie Boyd

	<ul style="list-style-type: none"> ○ Modern Tools - Provide clear direction to government on the use of modern tools and infrastructure, including cloud ○ Digital Standard - Develop and launch principles and standards to guide teams in delivering digital services – public engagement on the draft principles closed on January 31 (see more detail below) 	
Digital Principles	<ul style="list-style-type: none"> ● In December 2019, the OCIO released for comment new draft Digital Principles to help guide our work on digital government. Following an active round of internal engagement, these co-developed principles have been provided to stakeholders in the BC tech community and expected to be ratified before March 2020. Draft principles are available in the open on https://github.com/bcgov/digital-principles ● The principles include the following: <ul style="list-style-type: none"> ○ Prioritize delivering impact for British Columbians ○ Design with people and embed inclusion ○ Integrate ethics ○ Continuously learn and improve ○ Work in the open ○ Take an ecosystem approach ○ Take care of information and data ○ Manage risks proportionately ○ Build internal capacity ○ Express cultural and historical awareness and respect 	Jaimie Boyd / Joel Fairbairn
BC Developers' Exchange	<p>The BC Developer's Exchange continues to educate BC Public Servants in a variety of learning opportunities, including specific training courses to equip them with <u>digital capabilities</u>. The last 6-12 months has seen significant increased demand for training and learning from a wide variety of public sector and the broader public sector.</p> <p>In response the BC Developer's Exchange has built new courses and enhanced the delivery of engagements to create greater exposure as well as deeper and more technical learning opportunities.</p> <p>The figures below indicate delivery to date, with most of this happening in the last year.</p> <ul style="list-style-type: none"> - Agile Fundamentals: A one-day BCDevExchange course on what being Agile is all about from a mindset, cultural and practical perspective, with the practical methodology worked through as Scrum. (950 trainees to date, 86% either agree or strongly agree that this course is effective.) 	Rumon Carter

- **Digital Leadership sessions:** Course content unpacks new leadership competencies, the new OCIO Digital Framework and focuses on Agile Governance, Lean IT and Servant Leadership. (150 trainees. Future courses are waitlisted.)
- **Open Shift 101** - covers DevOps platform training - application operational tasks. (200 trainees to date)
- **Discover DevOps** - an introduction to DevOps for Product Owners. (50 trainees)
- **Certified Scrum Product Owner** (102 trainees)
- **Certified Scrum Master** (55 trainees)
- **Lab and Learns and Webinars** - delivered by BCPS employees, vendors, or guest speakers. (42 sessions to date with over 1,000 attendees)
- **Tours of the Lab** – Bi-weekly open-door tours are a first stop for anyone interested in accessing lab programming. Attendees engage with teams active in the lab to learn about their experience. (50 tours with on average 9 attendees per tour. Special tours have been arranged for Deputy Ministers and the Premier’s Office staff.)
- **Digital Bootcamp:** Partnership with Ontario Digital Services/Apolitical on [How to be digital in the Canadian public service](#): a 10-week online boot camp. (5000+ registered, at least 200 from BC)

The primary delivery mechanism for learning is an 8-12 month residency where a business area builds an Agile delivery team. These teams cycle into lab based on the priority and clarity of the problem and readiness of the organization to get started. They cycle out based on the maturity of the product and the readiness of the organization to receive them.

The latest teams to join the lab in the last six months:

- **Property Information Management System from the Real Property Division, Citizens services.**
- **Services Card Service Onboarding, Citizens Services**
- **Wildfire Predictive Services; Forests, Lands, Natural Resource Operations**
- **Next Generation Security**
- **Common components**
 - As one of the key deliverables of BC's Digital Framework, this team's goal is to reduce the time and cost of delivering digital products and services by making it easy to find and onboard to components like code and microservices that solve common problems across government. This work has been discussed amongst the province's Chief Digital Officers and the BC team is underway collaborating with other agencies, including the Canadian Digital Service.

The Next Generation Security Project is contributing to the technology platform that delivers the application development environment that enables the high-quality results delivered by Lab teams.

In just seven Sprints, this team:

- **Installed a Zero Trust Cloud Security Solution to increase security to the level where the Platform is now secure for projects that are high-risk, or deal with sensitive data**

	<ul style="list-style-type: none"> - Launched a pilot into production that shatters all pre-existing norms for data security and citizen experience with partners at the Ministry of Attorney General. - Queued additional tools to further enhance the Platform security, including real-time container scanning, secrets management, and high-trust, blockchain-based Verifiable Credentials, for user access on the Platform. 	
Integrated Data	<ul style="list-style-type: none"> • In fall 2018, the BC Data Council launched cross-ministry agile teams to drive action on an 18-month Data Roadmap to improve data management and use. Recent accomplishments include: <ul style="list-style-type: none"> ○ Job profiles for the data analyst & scientist job family have been developed for corporate use ○ Seven data registers, which enable internal and external applications to connect to 'always up to date' information on people, business and the land base, have been identified for further development and promotion ○ A guidance document on Data Commons has been developed • A corporate Data Literacy program geared towards all levels of the public service, from general awareness to Executive-specific, is underway. Recent accomplishments include: <ul style="list-style-type: none"> ○ Completing a needs assessment across the public service. ○ Publishing data resources. ○ Developing a data literacy competency framework and team assessment tool. ○ Running sessions on evidence-based decision making. • The Data Innovation Program launched in 2017 continues to integrate high value data sets from across the BC public sector (representing social services, health, justice, education, children, and families as well as work and income data). This data is linked, de-identified and research ready. Broader public sector agencies are now beginning to contribute data to the program. • There are ten high-priority research projects underway in the Data Innovation Program exploring issues including the following (https://www2.gov.bc.ca/gov/content/data/about-data-management/data-innovation-program/projects) <ul style="list-style-type: none"> ○ Children with Special Needs ○ Patients without a Primary Care Provider ○ Child and Youth Mental Health ○ Children and Youth in Care 	Kathleen Assaf Gen Lambert

	<ul style="list-style-type: none"> ○ Basic Income • The Data Science Partnership Program launched in 2018 supports data-driven decision making by: <ul style="list-style-type: none"> ○ Facilitating collaboration on integrated data projects ○ Providing data science services ○ Delivering data science training ○ Chairing a Data Science Community of Practice ○ Providing Data Science Fellowships, attracting new talent to the public service. 	
Digital Investment Office	<ul style="list-style-type: none"> • Completed a benchmark with Gartner on the minor IMIT Capital portfolio into industry standards Run, Grow and Transform. This baseline will be used to measure how we are transforming our services to be more digital. (December 2019: completed a refresh review of the IMIT Capital portfolio of Run, Grow and Transform. The proportion of transformational projects being delivered has increased from 9% in 2018 to 19% in 2019.) • Completed a process to address operating pressures as a result of amortization of IMIT Projects. • Leading the co-development of a Digital Investment model with ministry CIOs to modernize the way technology is funded so that funding for priority digital initiatives are faster, agile friendly, more flexible and ensure better value. • Continued engagement and planning for application rationalization as part of next IT capital planning process based on updated data in C55. 	YongMei Chen
Privacy	<ul style="list-style-type: none"> • Amendments were passed to the <i>Freedom of Information and Protection of Privacy Act</i> (FOIPPA) that ensure that BC's public sector can continue to use modern digital services while maintaining BC's robust privacy protections. BC will still be required to host data within Canada, however, exceptions have been added that enable features associated with using Canadian-based cloud technology, including those that are necessary for digital transformation. • Information Sharing Directions were issued by the Minister to clarify and simplify when information sharing agreements (ISAs) are required. The intention of these is to provide a flexible framework that permits more streamlined information sharing between ministries, while providing discretion for those that need added diligence. • A privacy contract schedule has been developed (the cloud privacy protection schedule, or CPPS) that provides privacy terms more applicable to cloud service providers. This 	Matt Reed

	<p>schedule takes the place of more traditional privacy terms and is intended to streamline the negotiation of privacy terms and conditions with vendors that operate in a cloud environment. This schedule incorporates all of BC's data residency requirements.</p> <ul style="list-style-type: none"> • Mandatory online training has been developed and delivered to the BC Public Service that covers topics across the entire IM field, including privacy, access to information, records management and information protection. This course, required of all government employees every 2 years, has been refreshed and delivered to over 28,000 public servants. • Conducted a large-scale "service design," or in-depth stakeholder consultation and collaborate review of the privacy impact assessment (PIA) process. As the volume of PIAs completed within the BC Government tops 1000, the OCIO has co-developed a strategy for streamlining the process, the templates, and the development of new resources to support proportionate due diligence. 	
BC Government Cloud Services	<ul style="list-style-type: none"> • Legislative amendments to the BC Freedom of Information and Protection of Privacy ACT were passed on October 31, 2019 to clarify when and how certain types of activities associated with disclosure of personal information and information systems may be permissible. The amendment Section 33.1 (p) has the effect of making a wider scope of cloud services potentially available for use by public bodies in BC. http://www.bclaws.ca/civix/document/id/complete/statreg/96165_03#section33.1 • A multipart plan is underway to enable the management and adoption of cloud services within the BC Government. See priorities section below for more detail. 	Peter Watkins
Network Communication and Collaboration Services	<ul style="list-style-type: none"> • Cloud – We have engaged Microsoft to assist us with our Microsoft Tenancy Governance. The endeavor includes a number of workshops to establish a good working model for all the subscriptions, including preparation for an Office365 environment. • Built 6 new Emergency Management BC high available locations throughout the province. These environments have multiple resiliency points in and out of the buildings as well as the ability to operate fully autonomous, should all connections still get lost. • Voice Modernization – As of July 2019 we have transitioned over 25,000 legacy analog voice lines to use Microsoft Unified Communication (on premises) technology to enhance communication with government workers and to citizens. • SharePoint – We have launched and migrated to a highly available SharePoint 2016 environment from the legacy 2010. This will significantly reduce the downtime to Government operations. 	Dwayne Robinson

	<ul style="list-style-type: none"> • WIFI connectivity – We are in the process of significantly increasing our Government WIFI access. This initiative includes the rollout and expansion to include full and complete coverage for every Core Government office as well as several Broader Public sector entities. • Remote Connectivity - As of Spring 2019 we now provide remote VPN access to all 35000 Government of BC employees as a standard offering. • We offer what we call an ‘Office in a box’, which is a specialized device allowing us to stand up any location and quickly attach to the government network getting access to all resources. <p>** These capabilities in the bullets above play a significant role in our abilities to continue to operate in the event of a disaster scenario. **</p>	
Services to Business	<p>Applying agile methodologies to build a seamless, simple service experience for businesses. The overall outcome is significant business and operational efficiency, citizen experience improvement including improving the relationship between government and citizens leveraging the following initiatives:</p> <ul style="list-style-type: none"> • <u>Application Modernization</u>: BC Registries has started a phased, multi-year modernization initiative to replace and improve the applications used for the Corporate, Personal Property and Manufactured Homes Registries and improve the service experience to make it easier for citizens and businesses in their interactions with government. • <u>Engagement</u> –BC Registries staff, stakeholders, partners, end-users and collaborating Ministries are continuing to engage in discussions envisioning a future and guiding star for the Registries suite of applications. Iterative service design work will continue in support of this vision focusing on the service journey through the eyes of clients. • <u>Launch of a new Names Examination</u> – In October 2018, Registries launched a replacement application to improve the Names Examination In the fall 2019, development began on the public facing Names Request Online and is expected to launch in Spring/Summer 2020. This new service leverages machine learning and will significantly improve the business service experience when seeking approval for a business name. 	Bev Dicks/Carol Prest

	<ul style="list-style-type: none"> • <u>Launch of Cooperative Maintenance Filings:</u> On August 21, 2019, Registries completed a beta launch for a new online service for Cooperatives Associations (Co-ops). Following the successful Beta in August, in November, Registries launched the ability for all Co-ops to complete maintenance filings online. Co-ops are able to easily file their maintenance filings (annual report, director and address change filings) where previously, they had to file via paper processes. Work is now underway to develop further Co-ops filings (incorporation etc.). • Common Services: As part of the Co-op launch, Registries leveraged the BC Services Card to create a digital identity for all individuals wanting to complete Co-op filings. As well, the ability to pay by credit card was part of the launch. • <u>Verifiable Organizations Network</u> – In partnership with the OCIO’s office, a public beta of blockchain enabled verifiable digital identity information for registered corporations was launched with Minister’s announcement of “OrgBook BC” in January 2019. Over the spring 2019, all corporate entity types were added to the OrgBook public site and preparations are underway for full release. In October 2019, the Ministry of Attorney General onboarded Cannabis licences onto Orgbook. Further onboarding discussions are underway. • <u>S2B Working Group:</u> Carol Prest has been nominated as co-chair of the Service to Business Working group. Key priority workstreams have been developed and adopted by the PSSDC. Work is underway to now create a workplan. 	
Citizen Credential: BC Services Card	<ul style="list-style-type: none"> ▪ The Name Mismatch project has been successful with the improvements made thus far, and the partner teams continue to investigate solutions to better support citizens with more complicated name mismatch scenarios. ▪ Continue to co-lead the Pan Canadian Identity Management key priority workstream for Joint Councils: <ul style="list-style-type: none"> ○ Governance recommendations ○ Establish cohort of Jurisdictional Digital Identity Representatives ▪ Beta release of Verify by Video in June 2019 to complete identity verification process using mobile video chat. Full launch expected Spring 2020. 	Sophia Howse

- **Completed BCeID strategy.** Currently working on securing resources and developing an approach to modernize the BCeID suite of products (Business, Basic and Personal)
- **Recently Completed Onboarding of Ministry programs to the BC Services Card (BC's identity citizen's credential)**
 - **BC Public Service Agency – PeopleSoft: Business Performance Branch:** BC Services Card will be used to authenticate contracted staff working on infrastructure projects for online access to the PeopleSoft application.
 - **Ministry of Citizens' Services (CITZ) – BC Registries and Online Services – Co-operatives Online:** Goal is to develop a better service experience and make it easier to for citizens and businesses to complete transactions and filings with the province of BC and across other jurisdictions, manage accounts and pay for services. Future state is to move the filing of Annual Report filing to an online transaction with subsequent filings and features to follow.
 - **Ministry of Health (HLTH) – Health Sector IM/IT Division – Health Gateway:** The Health Gateway is a secure, unified and coordinated gateway that provides patients a single view of their health information and over time will expand access to information, services and functionality. Through the BC Services Card, the solution will establish a secure and trusted identity proofing mechanism which can be leveraged for future online engagement tools for both patients and health care professionals. The first iteration of the product will provide view-only access to laboratory test results, medication history, and immunization records through integration to various clinical systems.
 - **My Service Account Canada & Canada Revenue Agency (CRA):** BC residents will be able to use a verified digital identity associated with their BCSC to access online services offered by Employment and Social Development Canada (ESDC) and the CRA. Access to online services will include those associated with ESDC's My Service Canada Account such as Employment Insurance, Old Age Security and Canada Pension Plan, along with those associated with CRA's My Account such as personal income tax and benefit information.
 - **Ministry of Health (HLTH) – PharmaNet – PRIME:** The purpose of PRIME is to implement a solution for PharmaNet user management that provides access to information for patient care, standardizes processes across the province, and ensures

that all PharmaNet access is transparent, secure and accountable. PRIME is a user management system for Health Providers (physicians, pharmacists) and not available to general citizens.

- **Current Onboarding of Provincial programs to the BC Services Card (BC's identity citizen's credential)**
 - **Ministry of Forests, Lands, Natural Resource Operations and Rural Development – Natural Resource Online Services Portal:** Centralize natural resource activities for both clients (citizens) and staff when doing business within the sector. Clients will be able to apply online to perform an activity within the sector, pay application fees online and track the progress of their applications.
 - **Ministry of Attorney General (AG) - Online Divorce Assistant (ODA) -** The ODA is an electronic simplified application that guides users through the process of completing the necessary paperwork for joint filing amicable divorces without children in Supreme Court. This process was complex, and the paperwork was often filled out incorrectly, resulting in multiple visits to court registries and delays and frustration on the part of citizens. ODA is currently authenticated with Basic BCeID. The ODA future use is to expand to include joint filing divorces with children as well as implementing electronic filing of the documents generated by the ODA through Court Services Online. ODA would like to expand using the BC Services card to make the experience easier for the citizen by using BC Services Mobile Card and Video Chat.
 - **EDUC - Student Transcripts Service -** Students/Citizens will be able to request or print copies of their transcript and their certificate and request electronic transcripts to be sent to the post-secondary institutions (PSIs) of their choice to support admissions processing and ability to view provincial examination results.
 - **Ministry of Public Safety and Solicitor General (PSSG) – Security Programs Services – Criminal Records Review:** The Criminal Records Review is responsible for carrying out criminal record checks (CRCs) for individuals on behalf of other clients. Clients include organizations such as the Teacher Regulation Branch, College of physicians, College of nursing professionals, VIHA, other health organizations, etc., and the “applicants” are the individuals that work or volunteer for them, that may in some cases interact with children or vulnerable adults. The intake and processing of CRCs relies on a combination of identity verification (EIV), manual data entry, and paper-based

applications and processes. The implementation of the BC Services Card as EIV will not only streamline SPD's security screening process and improve quality assurance for the programs; but it will also create the opportunity to move to an electronic intake process resulting in benefits for organizations and applicants.

- **Ministry of Advanced Education, Skills and Training (AEST) – StudentAid BC Client Portal:** The Modernizing Student Financial Aid initiative (MOD) is a multi-phased project responding to student and post-secondary institutions' expectations for simple, consistent and personalized service experiences related to student financial assistance. A student seeking financial assistance will visit the new Client Portal website to apply for a student loan, which will replace the current StudentAid BC website. The student will be provided the option to register and create their client profile with the use of the BC Services Card or a Basic BCeID.
- **Ministry of Education (EDUC) – Student Information Systems- Personal Education Number (PEN) Request Service:** The PEN Registry assigns a Personal Education Number to all students using the BC Ministry of Education curriculum (through agreements this includes the Yukon and offshore schools). This first initiative (MVP) allows students to access an online system to retrieve their PEN. The PEN Registry will store the Education Direct Identifier (EdDID) matched to the Student's PEN for future use and to receive updates from IDIM. The long-term goal is that this application becomes the single point of entry to all Ministry of Education online applications integrating with IDIM.
- **Health Authority, Provincial Health Services Authority (PHSA) - Citizen Access:** PHSA is working on a project to allow a citizen to review or update their immunization record via webpage or mobile application. This would mean citizens will be able to view the status of their immunization record / history, as well self-report any vaccination obtained from private clinic settings (Pharmacies, travel clinics, etc) which are not captured as part of the public health record. This empowers citizen to become engaged in their immunization and vaccination record keeping.
- **Vancouver Island Health Authority (VIHA) - My Health:** This service provides the citizens of Vancouver Island with access to their electronic health records within the custody of Island Health. Upon full implementation this will include lab results, diagnostic imaging results, medications administered while in Island Health care, demographic information, allergies and various sets of clinical documentation such as histories and physical, social, psychological assessments. In addition, the system

	<p>allows for the scheduling of appointments, submission of patient-initiated documentation and secure messaging between the patient and their care team.</p> <ul style="list-style-type: none"> ▪ Completed Onboarding with the Continuous Service Improvement Lab of DevOps Identity and Access Management Service (KeyCloak) projects for BCeID <ul style="list-style-type: none"> ○ Natural Resource Sector - My Range Application: Support for Range Tenure Agreement Holders grazing cows on Crown land to provide information and updates about their operations to government. ○ Ministry of Energy, Mines and Petroleum Resources - Mines Digital Services: To allow Major and Regional mines to access multiple e-services including applying for mining applications, uploading reports and updating mine information. 	
<p>Information Communications Technologies</p>	<ul style="list-style-type: none"> • Showcased three communities at UBCM 2019 to educate, highlight and spread awareness of the critical success factors BC communities have identified as key to their economic transition and diversification plans through the Connected Communities framework. • Committed an historic \$50M to the Connecting British Columbia program designed to expand high-speed internet in rural, remote and Indigenous communities. See https://news.gov.bc.ca/releases/2019CITZ0117-002304. <ul style="list-style-type: none"> • Completed Phase 1 (\$10M); total project value of \$30M. • Closed Phase 2 (\$40M) to applications; total project value of nearly \$120M to date. • Completed version 3 of the Connectivity Handbook to aid communities in assessing the local connectivity infrastructure landscape and the factors which influence when, where and how connectivity is expanded. See https://issuu.com/northerndevelop/docs/connectivity_handbook_final_2019. • Completed Benchmarking Report to understand the criticality of broadband and how British Columbia performs relative to its peers across the dimensions of access, affordability and speed. See https://issuu.com/northerndevelop/docs/2019_bc_connectivity_report_final_web. 	<p>Howard Randell</p>

	<p>Expanded evidence-based approach to cross-ministry connectivity planning through the Community Information Tool. Debuted the tool at the Union of BC Municipalities Annual Convention in September 2019.</p> <p>Began work to investigate, qualify, quantify and prioritize passive infrastructure opportunities that would benefit the provincial funding program and ultimately benefit rural, remote and Indigenous communities throughout BC.</p>	
<p>Government Communications and Public Engagement</p> <p>Digital Services</p>	<p>BC continues to implement personalization as part of the next generation of www.gov.bc.ca. Supporting government's priority to 'improve the services people count on', the Personalized Digital Services Strategy (PDS) is a cross ministry effort to make tangible improvements to the service experience of British Columbians, based in 7 years of direct human-centred research with British Columbians. The focus of PDS is to take actions that solve some of the known service problems. These actions will:</p> <ul style="list-style-type: none"> • Create a personalized service experience for citizens, where government: <ul style="list-style-type: none"> ○ Can suggest useful services, based on research and what citizens decide to share ○ Can notify citizens about application status and changes and citizens: <ul style="list-style-type: none"> ○ Can get access to an expert, how and when they need it ○ Can make, save, and make changes to their application • Make it faster and easier for ministries to create personalized digital services correctly — users first, using modern methods • Support good decisions about priorities for the personalized digital service experience • Create exemplars that support organizational learning and improvement <p>To support this work, we have:</p> <ul style="list-style-type: none"> • Created a Proof of Concept demo of the personalized digital service experience, including both anonymous personalized service journeys and authenticated personalized service management. • Implemented an analytics data pipeline based on Snowplow and Looker (on Canadian Cloud provider) to capture data on service transactions to make evidence-based improvements to services, both online and offline. 	David Hume

- Implemented a replacement of enterprise search technology (Mindbreeze) for the end of life Google Search Appliances to maintain and improve online web search.

To continue supporting this work we are:

- Delivering a business case to Treasury Board to obtain funding for additional efforts to scale this work across the BCPS.
- Building a coalition around governance of this initiative moving forward and working collaboratively across the BCPS on program design.
- Implementing an enterprise digital forms solution (leveraging Orbeon forms) to improve applicants' experience accessing services (first 2 forms are in production, developing a rollout model).
- Continuing Open Source development of media management and business planning systems in partnership with New Brunswick.
- Undertaking a modernization of media management and business planning systems (including the BC Government News website) using DevOps and Agile software development principles to build in new functionality to better deliver information to citizens.
- Building services that use AI and machine learning principles to better measure the impact of information released to citizens and create better metrics to measure performance of information distribution.
- Continuing to engage citizens online to provide input on the program, policies and services that affect them. Exploring new tools and opportunities to expand the way citizens give input in more interactive and meaningful ways.
- Building capacity of ministries and program staff to take a human-centred design approach to designing and delivering services to British Columbians through service design training and oversight.
- Making tangible changes to the design and delivery of government services so they are focused on meeting the needs of their citizens, as well as government staff. As part of this

	<p>work ministry teams will partner with Government Digital Experience to uncover needs and challenges and identify and test opportunities for service improvements.</p> <ul style="list-style-type: none"> • Building a corporate Design System (code library and design patterns) to promote consistency and usability across digital government services. • Identifying and establishing design principles, standards and a service manual to provide guidance for the design and development of digital services, including GBA+, inclusive design, and reconciliation. • Continuing commitment to lead the organization in digital accessibility research, design and implementation for citizens with disabilities. 	
Service Management	<ul style="list-style-type: none"> • Began implementation of ServiceNow as the OCIO Enterprise Services IT Service Management tool – enabling transformation of service delivery. Using Scaled Agile to deliver change beginning with high value services: Incident and Problem Management; Software Asset Management; and user-centric services. • Implemented monthly client reporting of service levels achieved for select services. • Implemented an annual client satisfaction survey. 	Terry Whitney
Strategic Partnerships Office	<p>The SPO supports this through three workstreams:</p> <ul style="list-style-type: none"> • Corporate Level Policy and Governance. <ul style="list-style-type: none"> ○ To modernize the way government sources and procures services in large size contracts, SPO continues to develop and implement a Strategic Sourcing Project by building a risk-based framework for sourcing services in support of government direction. ○ Implemented new governance frameworks at the Assistant Deputy Minister and Executive Director level to review strategic contract direction and key milestone (e.g. business case) and provide guidance on proposed policies and issues/opportunities related to strategic sourcing. ○ Develop and implement policies and procedures related to strategic contracts, including a common, operational approach to labour. • Deal Strategy & Oversight <ul style="list-style-type: none"> ○ Directly supported approximately 16 deals/initiatives through key deal lifecycle stages, including work in support of the Workplace Technology Services, Health Insurance BC, 	Bobbi Sadler

	<p>Hosting / Data Services, Revenue Management Services, Telecommunication Service Master Agreement, Workplace Evolving Services Technology and Facilities Management sourcing projects.</p> <ul style="list-style-type: none"> • Portfolio Planning & Support. <p>SPO ran numerous programs including portfolio training and capacity building, knowledge management, best practice research (e.g. insourcing, multi-sourcing, GBA+), portfolio performance management and external resource provisioning.</p>	
Workplace Technology Refresh Program	<ul style="list-style-type: none"> • Government wide refresh of approximately 34,000 workstations to provide employees with new, faster hardware, the Windows 10 operating system and Office 2016 underway. Over fifty percent complete. The program is planned to increase the number mobile devices (laptops and tablets) deploy to over 75% and is scheduled to be completed in early 2020. • Completed an Enterprise Design Thinking session with cross government ministries representatives to generate and socialise concepts on a user centred service delivery methodology for future device refreshes. <p>Implemented an initial rollout of a new user direct service delivery model. Employees will be able to choose their device, their delivery date and will set up their own device. Results and feedback from employees will be used to further inform future service design and delivery of devices services.</p>	Kirsten McCaig
Information Security	<ul style="list-style-type: none"> • Held very successful 20th Annual Privacy & Security Conference in Victoria in February and one-day Security Day conference in June entitled “The Connected World of SmartCities” open to all public sector across Canada. • Onboarded each ministry in government onto the Statement of Acceptable Risk (SoAR) process with the SoAR as the final artefact for completion of Security Threat & Risk Assessments. This 2-page form records the system name, key risks, and necessary signatures and represents conscious acceptance of risk by the appropriate stakeholders. • Following successful one-year trial of complimentary security services for public sector organizations, refined list of services to three most popular, highest value services and continue to onboard public sector organizations. 	Gary Perkins

	<ul style="list-style-type: none"> Completed multi-year Border Hardening project to establish protection at the network perimeter. Also refreshed Incident Response Runbook and conducted expanded drill to test effectiveness. Planning to automate Incident Response run pages next. Completed cross-certification of Digital Certificate infrastructure with federal government and RCMP enabling use by Ministry of Justice and law enforcement throughout BC. Will need to remap certificate policy with federal government certificate policy. Completed Annual Information Security Review in June to self-assess security maturity across ministries and identify areas for improvement. Published security awareness course externally on the internet for other organizations to adopt. 	
2. <u>Priorities:</u> Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.		
Digital Services	<ul style="list-style-type: none"> Leveraging investments in the Digital Framework, continue to support digital service delivery across government, including by: supporting effective stewardship of data and information; equipping government organizations with tools and processes to mainstream best practices in digital government; and connecting outside of government across the broader ecosystem that supports digital change Sustain work through BC's Government Digital Experience (GDX) to enhance peoples' experience of government's web presence, including by: continuing to apply human-centred design processes across government and building out the design system for BC ; deploying a new service-oriented template and journey builder wizard into our Content Management Framework (CMSLite) and populating it with initial services to test under an "alpha" version of gov.bc.ca/ (tbd 'services'); updating our policy on Communications and Public Engagement (Core Policy and Procedures Manual Chapter 22) to help ministries understand what they need to do to support personalized digital services; guiding design and implementation of an AI-assisted service recommendation engine; and continuing to support capacity building for service delivery and content improvement teams across government. 	Jaimie Boyd/ David Hume

	<ul style="list-style-type: none"> Set priorities for service improvement, making tangible improvements to government services in partnership with ministries, dashboarding priority services and key metrics, rolling out improved services based on the personalized digital services approach, and providing tools and processes to support and host applications that deliver digital services, leveraging modern technology. 	
Hosting and Application Development Framework	<ul style="list-style-type: none"> The overall purpose of the Hosting and Application Development Framework is to provide a plan to modernize and improve Government-wide approaches and tools for hosting and managing applications and providing services. The expected outcome of the work is that Ministries will be able to easily access and procure IT services, both on premises and in the cloud, and that there will be a clear path for managing legacy applications. This approach is expected to modernize service delivery and improve sustainability. The Framework will include a strategy outlining the following: a) alignment section; b) context; c) principles; d) notice of direction; and e) recommended next steps. 	Mac Campbell
BC Government Cloud Services	<ul style="list-style-type: none"> A multipart plan is underway to enable the management and adoption of cloud services within the BC Government. The intention is for the plan to include: <ul style="list-style-type: none"> Designing and conducting a procurement for cloud compute and cloud storage services Establishing a cloud services rapid assessment team that can quickly and expertly review a discrete cloud service and its terms etc. and advise on how, or if, it could be used Creating guidance, communications and educational materials for targeted audiences such as technical practitioners, senior executives and elected officials, financial management and central agencies Establishing open communities of practice within a corporate model for discrete cloud services such as compute and storage, IoT, API management, and CRM such as Dynamics365 that would be expected to develop self-service style ready to use kits that enable instant access to use cloud services while automatically complying with rules such as security configurations, financial management, privacy etc. 	Peter Watkins
BC Developers Exchange	<ul style="list-style-type: none"> Given the results of a review of the Exchange lab in 2019, extending the services of the Lab Residency Program to support home agency adoption is a priority. This includes building capacity for the BC Developers Exchange to coach and train staff, as well as offering common components and wayfinding for agencies to self-serve. 	Rumon Carter

	<ul style="list-style-type: none"> • Exchange Lab residency is ongoing for several teams that are reaching maturity, including the following. Teams will graduate within 6 months. <ul style="list-style-type: none"> ○ Service BC's Registries teams ○ Health Gateway ○ Climate Action Secretariat ○ Invasive Species • The Next Generation Security Project will deliver two more pilots for deployment to extend the Zero Trust model in network zones and support data integration initiatives for partner ministries. • In the past 4 years, BC has established an on-premise container platform: effectively a private cloud platform-as-a-service. Following considerable investment and experimentation, this proof of concept is now rolling out enterprise-wise, already supporting over 200 separate applications. • This work on a private cloud is informing and supporting the Province's underway adoption of public cloud, following enabling legislative amendments. BC's intent is to enable a hybrid cloud solution allowing workloads (applications) to move between different hosting environments. 	
<p>Information Communications Technologies</p> <p>Connecting British Columbia</p>	<ul style="list-style-type: none"> • The Ministry of Citizens' Services Connected Communities program collaborates with all levels of government and Indigenous communities to help communities better leverage and optimize connectivity investments. Connected Communities fills a critical digital capacity gap by helping communities better understand the changing digital landscape, learn how to leverage connectivity in transformative ways, and build stronger connectivity plans to attract investments. The knowledge, advice, facilitation and tools provided by Connected Communities enables communities to assume a strategic leadership role in local connectivity development and drive local connectivity planning in ways that best address the public goals of the community and region. • Work with the federal government toward the provincial priority of expanding connectivity to all underserved rural and Indigenous communities. To date 33 percent of rural BC communities have basic internet speed of 50/10 Mega bits per second (Mbps) and 35 percent of rural Indigenous communities have basic internet speed. 	Howard Randell

	<ul style="list-style-type: none"> • Leverage funds from other levels of government and private sector to enable 200 new rural communities to benefit from the Connecting British Columbia program with the \$50M expansion of the program. 	
Service Management	<ul style="list-style-type: none"> • Transform OCIO and government IT service management to ensure a superior customer experience and contribute to the success of government programs. This is currently underway by transforming OCIO IT service operations, including implementing ServiceNow as an enabler. The OCIO will enable increased integration across government IT (and other) services, automation and self-service to improve the customer experience and streamline service delivery. • Implement initial high value services into ServiceNow platform to streamline onboarding and transfers of employees and contractors. • Consolidate all incident management into the ServiceNow platform to improve visibility and customer experience. 	Terry Whitney
Information Security	<ul style="list-style-type: none"> • Focus on successful delivery of identity projects including infrastructure upgrade, monitoring, evolution, and transformation. Implement multifactor authentication for access to key systems. Remediate audit findings from recent identity and asset management audit once released. • Promote responsible adoption of cloud through completion of cloud security artefacts and training. • Refine key policies and standards related to security through reorganizing, streamlining, simplifying, and shortening. • Examine and modify user behaviour through additional phishing campaigns and detailed analysis of stimuli and response. • Replace big data security analytics and web application scanning platforms. • Implementing multifactor authentication for remote access by employees. • Complete independent security assessment of security maturity. 	Gary Perkins

	<ul style="list-style-type: none"> • Procure and launch the Data Security Platform component of the Data Protection Program aimed at operationalizing the Information Security Classification Standard and increasing the maturity of data security in the province. • Plan the 21st Annual Privacy & Security Conference along with twice annual Security Day one-day conferences. • Acquire a risk management tool to support the recently re-designed Information Security Risk Register, Risk Assessment Process, and Risk Assessment Form. • Collaborate on a 'WebCheck' scanning service available to all 2,400 public sector organizations in the province. • Complete Malware Visibility project implementation to gain much needed visibility to malicious traffic that is presently encrypted. <p>Promote recently updated procurement vehicles to ensure public sector organizations across the province have access to skilled security resources and services.</p>	
Strategic Partnerships Office	<ul style="list-style-type: none"> • Directly support clients with strategic contracts expiring in the next few years. As these contracts near end of term, decisions will need to be made on the structure of future services and sourcing options. Strategic contracts of focus: <ul style="list-style-type: none"> • Workplace Technology Services, expires 2020 • Facilities Management Contract, expires 2020 • Integrated Case Management, expires 2020 • Revenue Management Services, expires 2021 • Health Insurance British Columbia, expires 2021 • Telecommunications expires 2021 • Human Resource Management System (payroll), expires 2021 • Hosting Services, expires 2021 • Microsoft Licensing Agreement • Oracle Licensing Agreement • Mandate Letter Commitments <ul style="list-style-type: none"> • The July 2017 mandate letter for the Ministry of Citizens' Services includes commitments to increase opportunities to small, medium and large companies. In support of the 	Bobbi Sadler

	mandate, SPO is modernizing the way government sources and procures services in large size contracts by operationalizing a Strategic Sourcing Framework. This includes identifying risk-based evaluation criteria and establishing a process for sourcing services in support of government direction.	
Citizen Credential: BC Services Card	<ul style="list-style-type: none"> • Continue to evolve and innovate within the Digital Identity space, by maximizing opportunities to utilize new technologies, tools and methodologies to support the enhanced and expanded use of the Digital Identity within Digital Government. For example, integrating and supporting the DIACC Proof of Concept. • Continue to evolve and grow the BC Services Card as a source of digital identity within the Digital Government. <ul style="list-style-type: none"> ○ Increase the usage of the BC Services Card to meet the Digital Identity needs of our clients and citizens today and tomorrow, by continuing to develop and enhance secure, mobile functionality such as “Verify By Video” and, ○ by developing an authorized self-service component, through which the Broader Public Sector (BPS) can develop, test and promote to production using the BC Services Card as the government issued digital identity. <p>Utilize the BC Developers Exchange to develop a solution for Out of Province individuals who wish to access government services using a solution with a medium level assurance that aligns with the Pan Canadian Trust Framework</p>	Sophia Howse
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.		
Information Security	<ul style="list-style-type: none"> • Ensure maximum engagement from jurisdictions on relevant working groups such as NCSIP to include representation at face-to-face meetings. • Enabling responsible cloud adoption across Canada • Federal Government (e.g. GoC and/or TBS) security evaluation of Cloud vendors to be leveraged by all jurisdictions nationally • Examine viability of joint procurements for common services 	Gary Perkins

	Pursue a common, national WebCheck platform for identifying vulnerabilities on websites	
Citizen Credential: BC Services Card	<ul style="list-style-type: none"> Continued collaboration between DIACC and IMSC to establish a single PCTF that represents both public and private sector. <p>Challenge to move the needle on digital identity for the nation while doing it off the side of the desk. Require endorsement and funding of dedicated resources.</p>	Sophia Howse
4. <u>Topics of Interest:</u> Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.		
Capacity and up-skilling	<ul style="list-style-type: none"> Digital and data literacy – Efforts to accelerate digital change in government often requires significant upskilling. PSCIOC may wish to facilitate a jurisdictional scan of resources and frameworks available for digital and data literacy. PSCIOC may explore opportunities to collaborate and leverage frameworks, curriculum and learning platforms across jurisdictions for public service audiences as well as citizens’ digital and data literacy. 	Kathleen Assaf
Standards and Policy to enable digital government	<ul style="list-style-type: none"> Data standards – Governments are increasingly adopting ecosystem approaches to digital change, capitalizing on the value of data holdings. There may be growing opportunities for alignment around standards for data and APIs to accelerate collaboration and scope for partners to extract value from public data. Standards and policies for emerging technology – Some global jurisdictions have made progress in establishing standards for emerging technology in government, such as artificial intelligence. There may be opportunities to adopt common approaches, including by aligning around common standards for AI. 	Jaimie Boyd
Information Security	<ul style="list-style-type: none"> Investigate innovative ways to combat cyber threats from a whole-of-Canada perspective rather than duplicate effort in silos. Incenting post-secondary institutions (especially universities) to offer additional programs and degrees in cybersecurity. National approach to developing and retaining top security talent. <p>Establishing a strategy for jurisdictions to leverage the new Federal Canadian Centre for Cyber Security (CCCS).</p>	Gary Perkins

Information Security	<ul style="list-style-type: none"> • Applying agile methodologies to build a seamless, simple service experience for businesses. The overall outcome is significant business and operational efficiency, citizen experience improvement including improving the relationship between government and citizens leveraging the following initiative: • Verified Organization Network – enable trusted digital identity information for verified organizations, persons and affiliations through a verified organization network using distributed ledger technologies, including blockchain, to allow for an improved, yet secure, service experience for businesses. Initiated proof of concept work for blockchain enabled services underwent a soft launch in winter 2018. Further work requires building out the capabilities for enhancing digital identity and onboarding new partners. • Continuous Improvement: Work with the OCIOs office to build and transition across government an iterative operating environment that seeks to create a government organization that embraces continuous improvement. 	Bev Dicks/Carol Prest
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