

## **PSCIOC Information Sharing Model – September 2019**

*Information sharing was prepared for the PSCIOC meeting in September 2019.*

*The information contained in this document cannot be shared without approval from the member (author)*

<b>Jurisdiction: QUEBEC</b>		<b>Contacts</b>
<b>1. Achievements:</b> Highlight the main achievements in IT/IM, and/or major milestones reached in your jurisdiction over the past 6 to 12 months.	<b>GOVERNMENT DIGITAL TRANSFORMATION</b> <ul style="list-style-type: none"><li>On June 3, 2019, the Government of Quebec unveiled its 2019-2023 Government Digital Transformation Strategy. It aims to provide public services that are more intuitive and easy to use for the public, in addition to improving government efficiency.</li><li>Several actions have already been implemented, some government-wide and others specific to each organization and stemming from specific digital transformation plans, including:<ul style="list-style-type: none"><li>Creation of the Quebec Centre for Digital Excellence (CQEN) within the Secrétariat du Conseil du trésor (SCT). This new entity is responsible for accelerating and facilitating the deployment of government priority actions and for organizing the sharing of expertise between government and the digital ecosystem.</li><li>Development of digital transformation plans from departments and large agencies. The analysis of the consolidated plans is underway and will produce a first version of the government's digital action plan and the citizen roadmap.</li><li>Implementation of the new government public consultation platform<sup>1</sup>. The creation of this strategy is one of the key measures of the Strategy and will be used to host all of the Government of Quebec's public consultations.</li><li>Deploying distinctive and tailored training to meet the digital transformation needs of organizations and to help them meet the challenges of the massive digital influx through the Académie de la transformation numérique.</li></ul></li><li>In addition, the <i>Act to facilitate the public administration's digital transformation</i>, which sets out rules for carrying out information resource projects, was assented to on October 10, 2019.</li></ul>	Catherine Desgagnés-Belzil A/Chief Information Officer <a href="mailto:catherine.desgagnes-belzil@sct.gouv.qc.ca">catherine.desgagnes-belzil@sct.gouv.qc.ca</a>

<sup>1</sup> In beta version.



- A reduced risk of identity fraud by increasing the robustness of the processes and credentials to encourage the use of digital services in a trustworthy environment;
- The implementation of a reliable digital identity for all citizens.
- The Quebec Centre for Digital Excellence (CQEN), in collaboration with the Agence du revenu du Québec (ARQ), the Régie de l'assurance maladie du Québec (RAMQ) and the Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS) are in the process of reviewing the approach in order to propose a solution based on innovative technologies that respect the government's policy direction and that takes into account the various security issues.
- A call for interest was issued in the fall of 2019 to find out what is available on the market in terms of digital identity solutions and to assess existing solutions to accelerate deployment.
- This process allowed SCT to deepen its understanding of what is available on the market and to specify what solution will be recommended as part of the new business case that will be submitted between February and June 2020; a gradual approval approach was selected.

#### **Information Security**

- A government cybersecurity policy to create a more resilient and secure government administration that delivers citizen-centred digital services is being developed.
- A cybersecurity advisory committee was created in December 2019.
  - The committee is made up of 14 experts from the public, parapublic, academic, scientific and industrial sectors.
  - Two meetings have been held to date to validate the government's cybersecurity objectives.
- The establishment of the Government Cyber Defence Centre and the government cyber defence network is ongoing. Their implementation will facilitate coordination and cohesion among stakeholders, as well as better target cyber defence issues and potential risks. These interventions will provide enhanced protection of government data, systems and technology infrastructure.

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**Priorities:** Briefly describe what your organization considers to be its **top IT/IM priority/initiative** over the next 12 to 36 months.

*The PSCIOC is particularly interested in information in the following areas:*

- **Digital government**
- **Cybersecurity**
- **Talent management**

## Strengthening the Security of Government Information

Governance in government information security will be significantly strengthened to better address the many cybersecurity issues. Several mechanisms will be implemented or revised to ensure the protection of citizen data. The Directive on the Security of Government Information will be updated to better address emerging security issues such as access management, thereby strengthening the security of government information. Detailed rules will be developed to guide and improve the cyber defence practices of public bodies.

- **Government Cybersecurity Policy**

A cybersecurity policy will soon be proposed for a resilient and secure government administration offering citizen-centred digital services. Implementation of this policy will result in key actions tailored to cybersecurity issues.

- **Government Cyber Defence Centre**

The establishment of the Government Cyber Defence Centre is ongoing. Its establishment will help to build a government cyber-defence network, thus facilitating collaboration and cohesion among stakeholders, federating their efforts and better targeting cyber-defence issues and potential risks. The Centre will continuously monitor and coordinate responses to cyber threats. Under the responsibility of the Government Cyber Defence Centre, a tactical response team may also be deployed during cyber incidents.

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## Consolidation of Computer Processing Centres

To have a digital society that is innovative and competitive and to ensure proper budget management, the delivery of quality services to citizens and the maintaining of exemplary practices in terms of government information protection and security, a program for the consolidation of computer processing centres and the optimization of processing and storage capabilities is needed. Over the next year, public bodies will begin their migration to cloud computing. In terms of data security, there is a stipulated obligation, as part of the diligent review process, to make sure an analysis is jointly completed by the public body holding personal information and the Quebec Shared Services Centre in order to make the appropriate choice of processing and storage means and security measures to be applied.

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## 2. Issues and needs:

**Specify the issues that you would like to share with the Council and the type of assistance you might need from PSCIOC.**

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**3. Topics of interest:**

Please identify the **topics of interest in your jurisdiction** for upcoming PSCIOC meetings/teleconferences:

- Cybersecurity
- Digital transformation
- Digital identity