

**PSCIOC Information-Sharing Template – February 2019**

*Information Sharing is collected for the purpose of the PSCIOC Meeting of February 2019.*

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

JURISDICTION: British Columbia		Contact
<b>1. Accomplishments:</b> Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.		
Digital Strategy	<ul style="list-style-type: none"><li>• Conducted extensive cross-government engagement, including two immersive ADM workshops, to generate evidence and user-centred inputs for incorporation into the Strategic Framework for Digital Government, currently tracking towards release in Spring 2019. These engagements were encapsulated in a substantial report to add to the body of research conducted in support of BC's approach to Digital Government. This report, supporting materials and a draft Framework document are intended to be presented to Deputy Minister governance for endorsement in February 2019.</li><li>• In parallel, individual roadmaps / action plans setting out the implementation plan for key priorities of the Strategic Framework – e.g. Data, Service Delivery, Talent, Governance, etc. – are in-development, intended for release in a rolling fashion following publication of the Strategic Framework. (Anticipation is that the Data Roadmap will be the first to be released.)</li><li>• The BC Office of the Chief Information Officer, as the agency tasked with leading development, cross-government integration and implementation of the Strategic Framework for Digital Government, conducted an organizational review to determine the Office's readiness and capacity gaps for this work. As a result, the OCIO has established a Digital Service Office, to be led by a Chief Digital Officer; identified a Chief Technology Officer and Chief Data Officer; and reconstituted an existing branch to lead financial model required to support Digital Government, identified as the Digital Investment Office.</li></ul>	Rumon Carter

BC Developers' Exchange	<ul style="list-style-type: none"> <li>Released OrgBook BC verifiable organizations network digital service. This is a distributed ledger (blockchain) backed digital service providing verifiable information for organizations starting with the release of all BC Government corporate registrations. The blockchain platform is aligned with and has contributed to the Linux foundation Hyperledger-Indy project. <a href="https://www.orgbook.gov.bc.ca/en/home">https://www.orgbook.gov.bc.ca/en/home</a> The initiative is released under open source license and the code and other resources available at <a href="https://vonx.io/">https://vonx.io/</a></li> <li>Continuous Service Improvement Lab (CSI Lab) continues: <ul style="list-style-type: none"> <li>NEW Climate Action Secretariat Team</li> <li>NEW Mines Digital Services Teams</li> </ul> </li> <li>Released Crown Land Use Public Comment - <a href="https://comment.nrs.gov.bc.ca">https://comment.nrs.gov.bc.ca</a></li> <li>Released the code for 373 systems under open source Apache 2.0 license at the Province's GitHub account: <a href="https://github.com/bcgov">https://github.com/bcgov</a></li> <li>Doubled the capacity and the number of teams and projects working on the BC Government open source production Kubernetes DevOps container platform.</li> <li>Initiated a developer program for self-service tools, design and software development kits to enable rapid design and development cycle for new digital services. Initial MVP available at <a href="https://developer.gov.bc.ca/">https://developer.gov.bc.ca/</a></li> <li>Conducted 6 Sprint With Us procurements for a total value of \$4.8 million. Total value of Code With Us and Sprint With Us procurements conducted to date is \$5.4m. Active and closed opportunities are openly available <a href="https://bcdevexchange.org/opportunities">https://bcdevexchange.org/opportunities</a></li> </ul>	Peter Watkins John Jordan Rumon Carter Todd Wilson
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Integrated Data	<ul style="list-style-type: none"> <li>• High value data sets from across the BC public sector have been linked and de-identified and are already being used for a number of approved high-priority research projects. Including: <ul style="list-style-type: none"> <li>○ Child and Youth Mental Health: this collaborative project seeks to better understand service utilization patterns for children and youth that experience mental health challenges. Starting with a sub-population challenged with psychosis, this project used cluster analysis to identify patterns in the use of CYMH services (e.g. hospital and physician visits) and others tied to experiences later-in-life (e.g. disability assistance and corrections).</li> </ul> </li> <li>• Partnered with data providers to establish an access and privacy framework for the Data Innovation Program to enable broader use of de-identified, integrated public sector data and actionable insights into complex issues.</li> <li>• BC Data Council launched cross-ministry agile teams to drive action on an 18-month Data Roadmap to improve data management and use.</li> <li>• Launched a corporate Data Literacy program geared towards all levels of the public service, from general awareness to Executive-specific</li> </ul>	Hayden Lansdell
Digital Investment Office	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Working on a process to address operating pressures as a result of amortization of IMIT Projects.</li> <li>• Developed a draft framework for the Application Investment Portfolio. Version 1 to be released in June/July for reporting on fiscal 2018/2019</li> <li>• Continue engagement and planning for application rationalization as part of next IT capital planning process based on updated data in C55.</li> </ul>	Corinne Timmermann

OCIO Strategy	<ul style="list-style-type: none"> <li>• <b>July 2018:</b> Publication of the Year 2 Report Card results for the OCIO Strategy 2016, and publication of the Year 3 commitments.</li> <li>• <b>September 2018:</b> Launch of 1st Quarterly Summary engagement report from the OCIO's Business &amp; Strategy Alignment (BSA) team. The BSA team has been connecting to find out what ministries are doing to modernize services, so we can collaborate and align our efforts to support business needs with digital solutions. The summary highlights the common threads that we're hearing about: the types of resources needed, the common challenges we deal with and the solutions being built that will advance digital government.</li> <li>• <b>October 2018:</b> Successfully delivered OCIO Connect 2018, with 600+ attendees, 37 speakers from 4 countries, 24 break out sessions, and 91% of attendees saying the conference met their expectations. This conference offers valuable opportunity to gain new perspectives on what's happening in the world of technology. Business leaders, IT professionals and decision makers from across government will learn about important new technologies, trends and best practices from across the global IT space, as well as the ways that the B.C. Government is embracing technology to tackle business challenges and deliver services in new ways. The 3 themes covered were Digital Superclusters, Digital Citizenry, Disruptive Futures.</li> <li>• <b>December 2018:</b> Publication of an additional pillar strategy for Network services. This strategy focuses on the capacity of the BC Government network to support digital government.</li> </ul>	Lisa Koorbatoff
Privacy	<ul style="list-style-type: none"> <li>• <b>The Province and Microsoft continue to narrow the gap on privacy terms.</b> Our current priority is Azure and Dynamics online. Office 365 is not a priority for the Province at this time. Microsoft is not able to remove the blanket terms in their online services agreement that allows Microsoft to transfer, store and process Customer data in the United States or any other country in which Microsoft or its Subprocessors operate. We continue to work with Microsoft to develop acceptable terms and/or drive further modifications to their online services to comply with BC privacy legislation.</li> </ul>	Stuart Restall

<b>Network Communication and Collaboration Services</b>	<ul style="list-style-type: none"> <li>• Voice Modernization – As of July 2018 we have transitioned over 18,000 legacy voice users to use Microsoft Unified Communication (on premises) technology to enhance communication with government workers and to citizens.</li> <li>• Provide remote access to all Government of BC employees as a standard offering.</li> </ul>	Dwayne Robinson
<b>Services to Business</b>	<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"> <li>• <u>Visioning</u> – BC Registries staff, stakeholders, partners, end-users and collaborating Ministries engaged in a series of workshops and interviews to develop a future vision for the Registries suite of applications. Further service design work was completed in the Fall in support of this vision focusing on the service journey through the eyes of clients.</li> <li>• <u>One Stop Refresh</u> - In August, the OneStop Business Registry was enhanced to be more modern and created a simplified, consistent and user friendly. This project utilized a modern service design/user experience approach.</li> <li>• <u>Launch of a new Names Examination</u> – In October 2018, Registries launched a replacement application to improve the Names Examination process leveraging service design, DevOps and other Agile/Scrum methodologies. The product launched with auto examination features and integrated trademarks, restricted words and history.</li> <li>• <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; a beta version of “OrgBook BC” launched with preparations underway for formal announcement.</li> <li>• <u>Partnership Act Amendments</u> – in December 2018, amendments were implemented to the <i>Partnership Act</i> to streamline filings required by partnerships, increase administrative efficiencies for the Registrar and clarify the legislation to benefit all users.</li> </ul>	Bev Dicks/Carol Prest

<b>BC Services Card Program</b>	<ul style="list-style-type: none"> <li>• Effective November 2, 2018, provided BC citizens who do not identify as M or F, the option to select an X for gender on their BC Services Card (combined BC Driver's Licence and medical services plan card, photo or non-photo), birth certificate, driver's license and BC Identification Card.</li> <li>• Continued Name Mismatch project to resolve name mismatches at the counter, without burdening the citizen with additional identity proofing requirements, and to allow citizens to assume hyphenated or combined surnames based upon marriage without requiring a legal name change. The intended result was higher citizen satisfaction, and more citizens being able to successfully obtain a photo BC Services Card.</li> <li>• Continue to co-lead the Pan Canadian Identity Management key priority workstream for Joint Councils. <ul style="list-style-type: none"> <li>▪ Developed a declaration for Joint Councils</li> <li>▪ Completed policy paper for Joint Councils</li> </ul> </li> <li>• Completed Onboarding of Ministry programs to the BC Services Card (BC's identity citizen's credential) <ul style="list-style-type: none"> <li>▪ Ministry of Advanced Education, Skills &amp; Training – steady state of operations</li> <li>▪ Ministry of Attorney General - Cannabis Licensing online portal for up to 10,000 users. Business shareholders and employees will login using their BC Services Card to have a financial and/or criminal record check (CRC) performed.</li> <li>▪ PHSA Private Practice Physicians - Up to 100 Private Practice Physicians within the Vancouver Coastal Health Authority can log on to the CareConnect e-Health Viewer application, using their BCSC from their private practice, to access the personal medical records of their patients (such as hospital stays, medication dosages, lab services, and diagnostic imaging).</li> </ul> </li> <li>• Current Onboarding of Provincial programs to the BC Services Card (BC's identity citizen's credential)</li> </ul>	<b>Sophia Howse</b>
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	<ul style="list-style-type: none"> <li>▪ <b>Ministry of Health - HealthLink BC centralized waitlist:</b> a new online service which will gather registration information for BC residents wishing to be attached to a primary care provider.</li> <li>▪ <b>Ministry of Health - PharmaNet Revisions for Information Management Enhancement (PRIME):</b> a standardized user management system accessed by pharmacies, physicians and BC Health authorities to register, enrol and provision PharmaNet services with level 3 identity assurance.</li> <li>▪ <b>BC Public Service Agency – PeopleSoft: Business Performance Branch:</b> Exploring options to eliminate the potential need to use IDIR ID's for non-government employees who will need access to the services available within the PeopleSoft application (Pay, Benefits, Leave). BC Services Card will be used to authenticate contracted staff working on infrastructure projects for online access to the PeopleSoft application.</li> <li>▪ <b>Ministry of Finance – Billing and Payment Services:</b> Revenue Services of BC (RSBC) have built a web application that went live in April 2018 and has over 90K users using their own authentication. BCSC would be used for citizens and IDIR would be used for RSBC call centre staff &amp; BC Government Agents to authenticate for access to the back-office web application for such services as BC Student Loans, Court Fines, Ambulance Services, Employment and Assistance, Fair Pharmacare and Medical Services Plan.</li> <li>▪ <b>Ministry of Forests, Lands, Natural Resource Operations and Rural Development – Natural Resource Online Services Portal:</b> 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. Staff will use IDIR to access application to process client applications.</li> <li>▪ <b>Public Safety &amp; Solicitor General – Security Programs and Police Technology:</b> Pill Press legislation goes into effect February 1, 2019.</li> </ul>	
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	<p>PSSG Security Services is building a portal for Pill Press Registry and other registries that they are working toward. BCSC will be used to authenticate seller's authorization to have CRC completed.</p> <ul style="list-style-type: none"> <li>• <b>Onboarding Federal programs to the BC Services Card (BC's identity citizen's credential)</b> <ul style="list-style-type: none"> <li>▪ <b>My Service Account Canada &amp; Canada Revenue Agency (CRA):</b> 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.</li> </ul> </li> <li>• <b>Current Onboarding with the Continuous Service Improvement Lab of DevOps Identity and Access Management Service (Keycloak) projects for BCeID</b> <ul style="list-style-type: none"> <li>▪ <b>Natural Resource Sector - My Range Application:</b> support for Range Tenure Agreement Holders grazing cows on Crown land to provide information and updates about their operations to government.</li> <li>▪ <b>Ministry of Citizens' Services - DataBC   BC Data Catalogue:</b> Legacy online service that is currently integrated with IDIR-only. Provides a centralized location to find, learn about, visualize and download spatial and non-spatial data to government, private sector and public.</li> <li>▪ <b>Ministry of Transportation and Infrastructure – Mobile Driver Input Tool:</b> Client has an existing website with a Production integration with BCeID to support audit, inspection and other functions for ministry of transportation. This new mobile app improves access for users in the field.</li> <li>▪ <b>Ministry of Energy, Mines and Petroleum Resources - Mines Digital Services:</b> To allow Major and Regional mines to access multiple e-services including applying for mining applications, uploading reports and updating mine information.</li> </ul> </li> </ul>	
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	<ul style="list-style-type: none"> <li>Completed a proof of concept using Video Chat to complete “identity verification” process. Development of the production service is underway.</li> </ul>	
Information Communications Technologies	<p><b>Connecting BC Program</b></p> <p><b>Expansion of High-Speed Internet in Rural, Remote and Indigenous Communities</b></p> <ul style="list-style-type: none"> <li>The Connecting British Columbia program is a multi-year, province-wide program designed to help expand and enhance rural high-speed internet connectivity in B.C. <ul style="list-style-type: none"> <li>Phase 1 invested \$10M in provincial funding to improve local connectivity infrastructure. Twenty-eight last-mile projects benefitted from funding. Over 200 B.C. communities and more than 40,000 households will benefit from improved connectivity.</li> <li>Phase 2 committed an additional \$40M in provincial funding toward transport telecommunications networks and local infrastructure. <ul style="list-style-type: none"> <li>Intake 1 of Phase Two co-funded 6 large-scale transport projects with the federal Connect to Innovate program. \$83 million in funding from federal, provincial and local partners has been announced since January 2018, which will benefit an estimated 187 communities, including 69 Indigenous communities.</li> <li>Intake 2 opened on July 1, 2018, to support local infrastructure projects as well as regional strategies to expand and improve internet connectivity. To date, this intake has co-funded 3 last-mile infrastructure projects valued at nearly \$1 million benefitting approximately 650 households and businesses in 3 communities.</li> <li>Intake 3 opened on September 1, 2018, to support large transport projects. Applications are currently being accepted into this intake.</li> </ul> </li> </ul> </li> <li>Completed version 2 of the Connectivity Handbook to aid communities in assessing the local connectivity infrastructure landscape and the factors which</li> </ul>	Howard Randell

	<p>influence when, where and how connectivity is expanded. Link to <a href="https://e.issuu.com/embed.html#27484704/64146066">https://e.issuu.com/embed.html#27484704/64146066</a></p> <ul style="list-style-type: none"> <li>• 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. Link to <a href="https://e.issuu.com/embed.html#27484704/64329347">https://e.issuu.com/embed.html#27484704/64329347</a>.</li> <li>• Completed four videos in 2018 documenting connectivity success stories: Connecting Campbell River, Connecting Tofino, Connecting Trail and Connecting Haida Gwaii. The success stories can be found at this link: <a href="https://www.northerndevelopment.bc.ca/connecting-british-columbia-success-stories/">https://www.northerndevelopment.bc.ca/connecting-british-columbia-success-stories/</a>. The Connecting Haida Gwaii video illustrates the important role of connectivity and reconciliation in support of UNDRIP and the Truth and Reconciliation recommendations. The video can be seen at this link <a href="https://www.youtube.com/watch?v=dJzYTwI73BA&amp;feature=youtu.be">https://www.youtube.com/watch?v=dJzYTwI73BA&amp;feature=youtu.be</a></li> <li>• The introduction of Connected Communities Digital by Design initiative to help communities become more engaged in an interconnected world and to purposefully integrate technology into all aspects of community development to achieve greater economic, social and environmental outcomes. Link to the 'How to Guide' here <a href="https://e.issuu.com/embed.html#27484704/64359829">https://e.issuu.com/embed.html#27484704/64359829</a> , the Connected Communities Detailed Roadmap here <a href="https://e.issuu.com/embed.html#27484704/64359849">https://e.issuu.com/embed.html#27484704/64359849</a> and the Connected Communities framework here <a href="https://e.issuu.com/embed.html#27484704/64784061">https://e.issuu.com/embed.html#27484704/64784061</a>.</li> <li>• Announced a one-time project to expand cellular connectivity to Witset First Nation situated on Highway 16, Canada's Highway of Tears. Link to <a href="https://news.gov.bc.ca/releases/2018CITZ0028-002072">https://news.gov.bc.ca/releases/2018CITZ0028-002072</a>.</li> </ul>	
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<p><b>Government Communications and Public Engagement</b></p> <p><b>Digital Services</b></p>	<p>BC continues to implement personalization as part of the next generation of <a href="http://www.gov.bc.ca">www.gov.bc.ca</a>. 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"> <li>• Create a personalized service experience for citizens, where government: <ul style="list-style-type: none"> <li>○ Can suggest useful services, based on research and what citizens decide to share</li> <li>○ Can notify citizens about application status and changes</li> </ul> <p style="margin-left: 40px;">and citizens:</p> <ul style="list-style-type: none"> <li>▪ Can get access to an expert, how and when they need it</li> <li>▪ Can make, save, and make changes to their application</li> </ul> </li> <li>• Make it faster and easier for ministries to create personalized digital services correctly — users first, using modern methods</li> <li>• Support good decisions about priorities for the personalized digital service experience</li> <li>• Create exemplars that support organizational learning and improvement</li> </ul> <p>To support this work we are:</p> <ul style="list-style-type: none"> <li>• Delivering a business case to Treasury Board to obtain funding for additional efforts to scale this work across the BCPS.</li> <li>• Building a coalition around governance of this initiative moving forward and working collaboratively across the BCPS on program design.</li> <li>• Creating a demo of the personalized digital service experience, including both anonymous personalized service journeys and authenticated personalized service management.</li> <li>• Implementing an enterprise digital forms solution (leveraging Orbeon forms) to improve applicants' experience accessing services.</li> </ul>	<p>David Hume</p>
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- Implementing an analytics data pipeline based on Snowplow and Looker to capture data on all service transactions to make evidence-based decisions about service improvements.
- Procuring for replacement of enterprise search technology for the end of life Google Search Appliances to maintain and improve online web search.
- Delivering Open Source development of media management and business planning systems in partnership with New Brunswick, using DevOps and Agile software development principles using the CSI Lab framework.
- Building out a service inventory and completing the development of a tool to make data capture sustainable in collaboration with a local tech start-up and internal partners.
- 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 work ministry teams will partner with Government Digital Experience to uncover needs and challenges, and identify and test opportunities for service improvements.
- 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..

	<ul style="list-style-type: none"> <li>Continuing commitment to lead the organization in digital accessibility research, design and implementation for citizens with disabilities.</li> </ul>	
Service Management	<ul style="list-style-type: none"> <li>Established monthly Enterprise Services Client Reporting; publishing achievement of OCIO service performance to the Client Resource Centre.</li> <li>Working in partnership with BC Stats, launched the first annual OCIO end user Client Satisfaction Survey, which was sent to a random sample of approximately 6250 BC Public Service Employees, with 2169 responses (34.7%). Analysis and communication of results underway for Q4.</li> <li>OCIO co-led 17 Catastrophic Response Action (CRA) Workshops for 26 Ministries/Divisions required to gather resource requirements in order for Ministries to enable CRAs.</li> <li>OCIO co-led senior officials' preparedness reviews between the Lieutenant Governor's Office, Legislative Assembly, Intergovernmental Relations Secretariat, Premier's Office and Cabinet Operations to identify interdependencies (Continuity Of Government). Outcomes will include awareness of each area's response, communications, and accountabilities across the parties.</li> </ul>	Terry Whitney
BC Government Cloud Services	<ul style="list-style-type: none"> <li>CRM platform procurement – Four cloud CRM vendors have been successfully screened through and are available for ministry procurements: Salesforce, Dynamics, ServiceNow and Oracle Fusion. The first successful procurement using the pre-qualified list has been completed-Ministry of Mental Health and Addictions using Salesforce</li> <li>Software as a Service Guidelines-the SaaS guidelines have been completed in draft and are in the process of being reviewed by executive and subject matter experts prior to publishing</li> </ul>	Michael Gergel Edward Wong Stuart Restall

	<ul style="list-style-type: none"> <li>• Salesforce contract executed (December 2017) for Canadian Data Centre Services in accordance with provincial legislation and government policies related to privacy and security for Protected B.</li> <li>• Release 1.0 of CloudBC Knowledge Centre launched. The CloudBC Knowledge Centre is an online knowledge-sharing and collaboration platform to support responsible cloud adoption by ministry consumers.</li> <li>• CRM platform procurement – Request for Qualifications successfully completed with first qualified vendors screened through and available for ministry procurements (July 2018).</li> <li>• Amendment signed with Microsoft in November to permit use of Online Services for non-PI (personal information). Additional efforts by vendor have identified a short list of services that are confirmed as being contained in the Canadian geo, and the amendment is in progress to have them included in our Enterprise Agreement.</li> </ul>	
Strategic Partnerships Office	<p>The SPO supports this through three workstreams:</p> <ul style="list-style-type: none"> <li>• Corporate Level Policy and Governance. In an effort to modernize the way government sources and procures services in large size contracts, the SPO is operationalizing a Strategic Sourcing Project by building a risk-based framework for sourcing services in support of government direction. This includes governance processes up to Deputy Minister councils and through Treasury Board staff.</li> <li>• Deal Strategy &amp; Oversight. SPO staff directly support approximately 10 deals/initiatives through key deal lifecycle stages, including work in support of the Workplace Technology Services, Health Insurance BC, Hosting / Data Services, Revenue Management Services, Telecommunication Service Master Agreement,</li> </ul>	Bobbi Sadler

	<p><b>HAL/PLIS, Workplace Evolving Services Technology, BC Bid Re-Procurement, Facilities Management and Service BC Contact Centre procurement projects.</b></p> <ul style="list-style-type: none"> <li>• <b>Portfolio Planning &amp; Support.</b> The SPO runs many programs in support of its mandate. These programs include portfolio training and capacity building, knowledge management, best practice research, business intelligence, portfolio performance management and external resource provisioning.</li> </ul>	
<b>Workplace Technology Refresh Program</b>	<ul style="list-style-type: none"> <li>• <b>Commenced the government wide refresh of approximately 30,000 workstations to provide employees with new, faster hardware, the Windows 10 operating system and Office 2016. 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.</b></li> </ul>	<b>Michael Gergel</b>
<b>Information Security</b>	<ul style="list-style-type: none"> <li>• <b>Modernized and simplified key IT policies and standards overhauling the Information Security Policy in version 4 and reducing it from 155 pages to 12 consumable pages. Launched the Database Security Standard and new version of Mobile Device Security standard. Developed, approved, published and communicated a new version of the Information Security Classification Standard and developed a new Foreign Travel Risk Management policy and supported with “loaner” devices for foreign travel.</b></li> <li>• <b>Approved new version of security schedule for General Service Agreements which outlines the security requirements all vendors conducting business with government must adhere to.</b></li> <li>• <b>Submitted successful business case for development of a Provincial Security Operations Centre (PSOC) that will be available to all 2,400 public sector organizations in the province.</b></li> <li>• <b>Conducted broad phishing campaign across government employees to test the effectiveness of the security awareness program and educate employees on how to avoid phishing and other malicious emails.</b></li> </ul>	<b>Gary Perkins</b>

	<ul style="list-style-type: none"> <li>• Held very successful one-day Security Day conference entitled “What’s App with AI” open to all public sector across Canada.</li> <li>• Standardized on the Statement of Acceptable Risk (SoAR) as the final artefact for completion of Security Threat &amp; 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.</li> <li>• Developed and launched the Digital Security News Portal that aggregates key security information into a single pane of glass with incidents, vulnerabilities, and thought leadership.</li> </ul>	
<b>2. <u>Priorities:</u></b> Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.		
<b>Digital Services</b>	<ul style="list-style-type: none"> <li>• Establish the necessary business case to scale up the lessons learned from pilot projects</li> <li>• Continue to build out the Design System for BC in collaboration with the CSI lab and ministry partners</li> <li>• Deploy Canadian cloud hosted analytics pipeline (Snowplow and Looker) as a replacement for and enhancement to legacy on premise Webtrends web analytics platform, across the organization</li> <li>• Implement the Google Search Appliance replacement project by deploying Mindbreeze search appliances</li> <li>• Deploy a new service oriented template and journey builder wizard into our Content Management Framework (CMSLite) and populate with initial services to test under an “alpha” version of gov.bc.ca/ (tbd ‘services’)</li> </ul>	<b>David Hume</b>



	<ul style="list-style-type: none"> <li>• Define a policy framework and update Chapter 22 of Core Policy to help ministries understand what they need to do to support personalized digital services</li> <li>• Develop a policy framework to guide design and implementation of an AI-assisted service recommendation engine</li> <li>• Set priorities for service improvement</li> <li>• Continue to support capacity of service delivery teams across government to deliver user-focused services through training and partnership on projects.</li> <li>• Make tangible improvements to government services by partnering with ministries to discover user needs and testing/implementation of improvements.</li> <li>• Roll out improved services based on the personalized digital services approach</li> </ul>	
BC Developers Exchange	<p>The team is working using agile/scrum and is using a set of openly viewable Kanban boards to track and manage the sprint activity and backlogs:  <a href="https://trello.com/devex2">https://trello.com/devex2</a></p> <ul style="list-style-type: none"> <li>• Graduate teams/projects from the Continuous Service Improvement Lab and invite new teams/projects in.</li> <li>• Release a set of DevOps pipelines/tool chains to accompany the production container platform that will speed the start-up cycle and continuous integration/deployment for new software projects. To accelerate the teams even more, these pipelines will be endorsed by the Government Chief Security Officer and the Government CIO. Key features will include a series of advanced security capabilities for automatic detection and response to application code based vulnerabilities.</li> <li>• Conduct a new Pathfinder initiative to learn what directions government should take with hybrid cloud using a set of early adopter projects and a range of candidate software stacks, tool chains, and application architectures.</li> <li>• Design improved model(s) for hiring new employees, staffing, training, and sustaining, continuous service improvement teams (aka agile teams).</li> </ul>	Peter Watkins John Jordan

	<ul style="list-style-type: none"> <li>• Build on the successful launch of TheOrgBook to deliver a proof of concept for Blockchain enabled services to enable digital identity information for verified organizations, persons and affiliations.</li> </ul>	
<b>Information Communications Technologies</b>  <b>Connecting British Columbia</b>	<ul style="list-style-type: none"> <li>• Expansion of High-Speed Internet in Rural, Remote and Indigenous Communities</li> <li>• Undertake work to establish a new connectivity goal for broadband Internet that will align to the new CRTC internet targets of 50Mbps download and 10Mbps upload speeds.</li> <li>• Secure funding to support Phase 3 of the Connecting British Columbia program to support the new target of 50/10 Mbps.</li> <li>• Develop a connectivity information tool to assess the status of connectivity and connected communities.</li> <li>• Participate on a Federal Provincial Territorial Working Group on Growth.</li> <li>• Continue to work with the federal departments to coordinate and leverage funding investments to expand connectivity. Provide and input on BC's approach to broadband and cellular funding models to ISED to complement the work they are doing.</li> <li>• Understand and participate in Canada's approach to developing a National Connectivity Strategy.</li> <li>• Monitor CRTC proceedings involving connectivity and the development of the CRTC's Broadband Fund to support projects to build or upgrade infrastructure and provide fixed and mobile wireless broadband internet services to underserved areas.</li> </ul>	Howard Randell
<b>Service Management</b>	<ul style="list-style-type: none"> <li>• Transform OCIO and government IT service management to ensure a superior customer experience and contribute to the success of government programs. This will be accomplished by transforming OCIO IT service operations, including implementing ServiceNow as an enabler. The OCIO will increase self-service, automation and orchestration, and initiate automated provisioning.</li> </ul>	Terry Whitney

	<ul style="list-style-type: none"> <li>• Implement a Service Measurement and Reporting program, publishing achievement of OCIO service performance at both operational and strategic levels. Continue to incorporate client feedback for service improvement.</li> <li>• Continue to validate and analyze the data gathered through the Catastrophic Response Action (CRA) Workshops in order to prioritize Treasury Board submissions via the Resources for Critical Services Working Group (RCSWG) for solutioning projects.</li> <li>• Further mature corporate IT response (including vendors) in case of catastrophic event.</li> <li>• Continue to facilitate ongoing senior officials' preparedness reviews for Continuity of Government. These officials include the Lieutenant Governor's Office, Legislative Assembly, Intergovernmental Relations Secretariat, Premier's Office and Cabinet Operations.</li> </ul>	
BC Government Cloud Services	<ul style="list-style-type: none"> <li>• The CloudBC Knowledge Centre will enhance content iteratively based on users' needs and experience. SaaS guidelines will be added shortly and the knowledge centre will be made increasingly available to B.C. public sector entities.</li> <li>• Completed the migration of Protected B workloads to the Salesforce platform implementation for Canadian Data Centre services for the Ministry of Social Development and Poverty Reduction and Ministry of Justice's Civil Resolution Tribunal; new workloads are anticipated shortly.</li> <li>• Government IM/IT policies are to be comprehensively updated as required to reflect cloud considerations.</li> <li>• Ongoing and next-phase work related to ministries utilization of the CRM platform procurement.</li> <li>• Hosting – procurement for cloud infrastructure services – Ian Donaldson to provide.</li> <li>• Develop the first draft of the Cloud Privacy Protection Schedule for contracting cloud services for Personally Identifiable Information.</li> </ul>	Michael Gergel Stuart Restall

<b>Information Security</b>	<ul style="list-style-type: none"> <li>• Develop the design for the Provincial Security Operations Centre (PSOC) and, upon approval, start and complete the build for the PSOC that will be available to all 2,400 public sector organizations in the province.</li> <li>• 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.</li> <li>• Hold the milestone 20<sup>th</sup> Annual Privacy &amp; Security Conference entitled “Looking Back and Leading Forward in a Digital World” along with twice annual Security Day one-day conferences.</li> <li>• Acquire a Risk Management tool to support the recently re-designed Information Security Risk Register, Risk Assessment Process, and Risk Assessment Form.</li> <li>• Deploy the BC WebCheck vulnerability scanning service available to all 2,400 public sector organizations in the province.</li> <li>• Implement Multi-Factor Authentication for access to key systems.</li> <li>• Review and update procurement vehicles to ensure public sector organizations across the province have access to skilled security resources and services.</li> </ul>	<b>Gary Perkins</b>
<b>Strategic Partnerships Office</b>	<p>Between 2018 - 2021, ten SPO contracts will reach end of term and require re-procurement or repatriation. SPO provides oversight and direct support across an increasingly demanding project portfolio for the following deals:</p> <ul style="list-style-type: none"> <li>• Workplace Technology Services, expires 2020</li> <li>• Facilities Management Contract, expires 2020</li> <li>• Integrated Case Management, expires 2020</li> <li>• Revenue Management Services, expires 2020</li> <li>• Health Insurance British Columbia, expires 2021</li> <li>• Telecommunications expires 2021</li> <li>• Human Resource Management System (payroll), expires 2021</li> <li>• Hosting Services, expires 2021</li> <li>• Microsoft Licensing Agreement</li> <li>• Oracle Licensing Agreement</li> </ul>	<b>Bobbi Sadler</b>

	<p><b>Mandate Letter Commitments</b></p> <p>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 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.</p>	
<p><b>3. <u>Issues and Needs:</u></b> Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.</p>		
Information Security	<ul style="list-style-type: none"> <li>• Ensure maximum engagement from jurisdictions on relevant working groups such as NCSIP to include representation at face-to-face meetings.</li> <li>• Enabling responsible cloud adoption across Canada</li> <li>• Federal Government (e.g. GoC and/or TBS) security evaluation of Cloud vendors to be leveraged by all jurisdictions nationally</li> <li>• Examine viability of joint procurements for common services</li> </ul>	Gary Perkins
BC Government Cloud Services	<ul style="list-style-type: none"> <li>• Learn and share information related to best practices for adoption of Software as a Service (SaaS) offerings.</li> <li>• Discuss standardisation of contracting approaches related to negotiations for security, privacy, and other general terms and conditions for cloud platforms.</li> <li>• Learn and discuss any cloud brokerage models in development or implemented in Canadian governments.</li> <li>• Learn and discuss issues/solutions associated with people transformation such as skills gaps, job transformation, next generation of IT-related jobs in the public service, and talent management.</li> </ul>	Stuart Restall

#### 4. Topics of Interest:

Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.

Information Security	<ul style="list-style-type: none"><li>• Investigate innovative ways to combat cyber threats from a whole-of-Canada perspective rather than duplicate effort in silos.</li><li>• Incenting post-secondary institutions (especially universities) to offer additional programs and degrees in cybersecurity.</li><li>• National approach to developing and retaining top security talent.</li><li>• Establishing a strategy for jurisdictions to leverage the new Federal Canadian Centre for Cyber Security (CCCS).</li></ul>	Gary Perkins
BC Government Cloud Services	<ul style="list-style-type: none"><li>• Discuss adoption of cloud services, benefits realization, cloud-related policy updates, and challenges associated with implementation, operations, and termination of services.</li><li>• Lead/Participate in vendor-centric cloud platform discussions that could include: Microsoft Office 365, Amazon AWS, Salesforce CRM, Oracle Cloud@Customer, Adobe, other.</li><li>• Learn more about the second phase of the Government of Canada procurement for cloud services re: Protected B type of data.</li></ul>	Stuart Restall
Information Security	<ul style="list-style-type: none"><li>• 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:</li><li>• 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.</li></ul>	Bev Dicks/Carol Prest