

PSCIOC Information-Sharing Template – February 2019 - Government of Ontario

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

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JURISDICTION:		Contact
1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.		
<u>Children, Youth and Social Services Information and Information Technology Cluster (CYSSC)</u>	Developmental Services – Inspector Checklist Upgrade The next version of Fieldworker for Developmental Services (DS) Inspectors in Ontario was deployed on December 8, 2018. Inspectors perform site compliance inspections on ministry-funded and supported services across Ontario to assess agency compliance with legislation and policy directives, communicate compliance requirements and provide agencies with assistance to become compliant. The recent release of Fieldworker for Developmental Services will improve the productivity and effectiveness of frontline staff in the following way: <ul style="list-style-type: none">• follow up with non-compliant sites;• improve collaboration;• improve data collection;• improve reporting capability.	Dafna Carr Chief Information Officer CYSSC dafna.carr@ontario.ca
	Child Protection Information Network (CPIN) CPIN is a province-wide case, financial, and document management system that has a built-in reporting functionality to support the child welfare sector. CPIN is part of Ontario's ongoing commitment to support children and youth receiving services from a children's aid societies. A common information system will enhance child safety through the ability to consistently track children and their outcomes, quickly transfer critical case history information across societies, and enable timely access to other crucial information. As of November 2018: <ul style="list-style-type: none">• 34 children's aid societies are using CPIN as their case, financial and document management system;• approximately 81% of children in care in Ontario are represented in the network;• approximately 90% of all investigations are being completed through the network;	Dafna Carr Chief Information Officer CYSSC dafna.carr@ontario.ca

	<ul style="list-style-type: none"> approximately 7,580 staff, representing 83% of all CAS staff in Ontario, use CPIN every day; five more societies (four non-Indigenous and one Indigenous) are scheduled to go live by June 2019. 	
<u>Land and Resources I&IT Cluster (LRC)</u>	<p>Licensing Automation System Renewal – Fish and Wildlife Licensing Solution (FAWLS)</p> <p>The Ministry of Natural Resources and Forestry (MNRF) issues licenses for recreational fishing and hunting in Ontario. MNRF is partnered with the Land and Resources I+IT Cluster (LRC) to replace the existing system with a modern online e-commerce system. The Fish and Wildlife Licensing Solution (FAWLS) launched on November 26, 2018.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> •user-centric, on-line, mobile 24-7 online public access to hunting and fishing licenses. •Improved client service, including electronic license fulfillment •Enhanced administrative management, including product configuration and flexibility, and adaptability to future regulatory change •Reduce effort and cost per transaction 	<p>John DiMarco Chief Information Officer LRC 416-326-6954 John.DiMarco@ontario.ca</p>
	<p>Mining Act Modernization (MAM) – Mining Lands Administration System (MLAS)</p> <p>The Ministry of Energy, Northern Development and Mines (ENDM) regulates prospecting, mineral exploration, and mine development and rehabilitation. ENDM partnered with the Land and Resources I+IT Cluster (LRC) to implement a new online mining land-use management system supporting changes to the Ontario Mining Act and enabling electronic mining claim acquisition.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> • e-staking 24/7 global access to mining/pro prospector services • Reduced time for mining claim acquisition (days to minutes) • Public information on claims and activities available on a map (spatial data) <p>Improved indigenous community notification</p>	<p>John DiMarco Chief Information Officer LRC 416-326-6954 John.DiMarco@ontario.ca</p>
	<p>Permissions Enterprise Platform (PEP) (MECP)</p> <p>The Ministry of the Environment, Conservation and Parks (MECP) safeguards our natural environment and healthy communities through environmental approvals and permissions. Approvals/permits are required for Ontario businesses that release air, water, land, or noise pollutants, or handle waste.</p>	<p>John DiMarco Chief Information Officer LRC 416-326-6954 John.DiMarco@ontario.ca</p>

	<p>MECP has partnered with the Land and Resources I+IT Cluster to move from a paper-based Certificate of Approval program to an online digital service. This enterprise solution enables a risk-based framework that can support all ministry approval/permit business areas.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> • Business cost and time savings through online self-registration for low-risk approvals (months to minutes) • Faster and easier online access to information, approvals, and permits (mobile access). • Scalable, flexible, and reusable platform (enabling new lines of business to be onboarded in under 4 months), latest permissions onboarded to the Environmental Activity and Sector Registry (EASR): <ul style="list-style-type: none"> ○ Permit to Take Water (PTTW) ○ Pesticide Licenses ○ In addition to air emissions, automotive refinishing, commercial printing, non-hazardous waste transportation, solar facilities, end-of-life vehicle disposal. 	
<p><u>Cyber Security Division (CSD)</u></p>	<p>Using New Ways to Increase Cyber Security Awareness</p> <ul style="list-style-type: none"> • Cyber Security Awareness Month (CSAM) - October 2018 CSAM is an internationally recognized campaign held each October to inform people around the world of the importance of Cyber Security. This is the 15th year for the event globally and the 7th year in the Ontario Public Service (OPS). Cyber Security delivered an enhanced program in 2018 that included collaboration with public-sector partners outside the OPS. Partnerships included Government of Canada, Get Cyber Safe, Metrolinx, Ryerson University and the Ontario Provincial Police to brainstorm and create joint materials. Through the month the division also released new educational material weekly – including new videos, infographics, articles and offered webinars that were available to staff and managers across the province that allowed participation across Ontario. • Phishing Campaigns The Cyber Security Division has taken a new and modern approach to the education and awareness program. Last year, a simulated phishing campaign was launched to reach about 1/6 of the OPS's staff. During this phase, a susceptibility baseline was established, and metrics were gathered to help plan more effective education and to raise staff awareness levels going forward. In partnership with Infrastructure Technology Services a 	<p>Mohammad Qureshi, Chief Information Security Officer, CSD Mohammad.Qureshi@ontario.ca</p>

“report phishing” button was added to the Outlook toolbar so that staff could more easily report suspected phishing attempts. In 2018-19, the phishing program was expanded to include all OPS staff, with eight monthly campaigns conducted as of January 31, 2018.

- **Cyber Security Executive War Games**

The Cyber Security Division delivered executive war games (tabletop simulations of a cyber-attack) to ten different executive leadership teams to provide insight into their cyber preparedness. Although eye-opening, attendees were all enthusiastic about this opportunity to think about how they could enhance their planning and improve their ability to respond in the case of a real attack.

- **Revisions to Corporate Policy on Information Sensitivity Classification**

Cyber Security Division completed a refresh to the Corporate Policy on Information Sensitivity Classification (previously known as the Information Security & Privacy Classification Policy). This policy helps the Ontario Public Service staff assess the sensitivity of the records and information they work with daily, so they can label and safeguard all records and information appropriately.

- **Cloud Computing Security Reference Architecture**

With the introduction of cloud computing, traditional network boundaries are now evolving, and we must deploy new tools that allow us to shift our practices – instead of watching the network edge, we need to monitor applications and detect behavioural anomalies regardless of where government information is created, processed or stored (whether in our data centre or a public cloud). We have created a Cloud Computing Security Reference Architecture to guide the secure adoption of cloud services in the OPS and developed a complimentary reference architecture that accompanies the Cloud Computing Reference Architecture (CCRA) published by the Information Technology Services Division, entitled “Cloud Computing Security Reference Architecture” (CCSRA). This provides a consistent experience when evaluating and implementing security for cloud-based services across any cloud.

- **Threat Risk Assessment Methodology Transformation**

Cyber Security Division has taken a client-centric and data driven approach to modernizing our Threat Risk Assessment approach and methodology.

	<p>Architecture, Technology and System Development approaches have changed considerably. To accommodate these changes, the division has adopted the Information Risk Assessment Methodology (IRAM2) methodology from the Information Security Forum (ISF). ISF is a global member-based organization and IRAM2 is identified as “Best-in-Class” by Gartner in the areas that are most relevant to the organization's needs.</p> <ul style="list-style-type: none"> Enterprise Vulnerability Scanning/Management Cyber Security has improved the vulnerability scanning of IT assets. The Ethical Hacking & Vulnerability Management Team is regularly scanning thousands of datacentre and Azure cloud assets (servers) for vulnerabilities with an enterprise vulnerability scanner. Results of these bi-weekly scans are used to gather data on assets that have critical and high severity vulnerabilities based on Common Vulnerability Scoring System (CVSS) scores. Cyber Security will also prioritize the most vulnerable servers monthly and inform the asset owner to ensure proper patching. 	
<u>Information, Privacy and Archives Division (IPA)</u>	<p>ISO standards review and depiction</p> <ul style="list-style-type: none"> In-depth review and summary depiction of new and evolving ISO TC46-11 suite of standards as inspiration for a model or framework for future-state digital practices for information management. 	<p>John Roberts, Chief Privacy Officer and Archivist of Ontario IPA john.roberts@ontario.ca</p>
<u>Health Services I&IT Cluster (HSC)</u>	<p>Ambulance Mobile Data Exchange</p> <p>911 medical call volumes are rising year over year and creating pressures on both Paramedic Services and Ambulance Communication Centres to keep up with 911 calls while ensuring patients get the necessary medical care they need. Mobile Data Exchange digitizes the communications between paramedics and dispatch, enabling paramedics to arrive on scene faster and be available for the next 911 call sooner once they have transferred care of the patient at the hospital. As of December 2018, all York Region stretcher ambulances are actively using the new mobile data exchange platform.</p>	<p>Karen McKibbin Assistant Deputy Minister/Executive Lead, HSC 647-618-0597 Karen.McKibbin@ontario.ca</p>
	<p>Digital Yellow Card / Immunization Connect Ontario</p> <p>Digital Yellow Card (DYC)/Immunization Connect Ontario (ICON) remains a popular web tool for Ontarians to access and submit their and their children's immunization records to public health through the provincial Digital Health Immunization Repository. As of December 2018, more than 129,000 individuals have accessed their digital yellow card over 190,000 times and submitted over 530,000 immunizations.</p>	<p>Karen McKibbin Assistant Deputy Minister/Executive Lead, HSC 647-618-0597 Karen.McKibbin@ontario.ca</p>

	<p>A number of technology improvements have been made to ICON in the past year to advance operational efficiencies including: Docker Enterprise Platform Enhancements, upgrading to Kubernetes orchestration and integrating high-value, low-cost open source solutions, including:</p> <ul style="list-style-type: none"> • GitLab Enterprise, used as the source code control repository, supporting Continuous Integration Deployment on the Docker Enterprise platform. • Sematext, a Docker container-based monitoring tool that provides anomaly detection and alerting within the Docker Enterprise platform. • Logsene, providing log management that makes all application and server logs searchable and providing log alerting and unlimited dashboards. 	
	<p>Digital Health Drug Repository The ministry developed the Digital Health Drug Repository (DHDR) to enable physicians, pharmacists and other health care providers to access patients' dispensed medication and pharmacy service histories at the point of care. The DHDR is populated with dispensed drug history events from the ministry's Ontario Drug Benefit (ODB) Claims Adjudication System as well as dispensed data from the Narcotics Monitoring System (NMS).</p> <p>Approximately 1.4 billion (over 8 years of) publicly funded drug and pharmacy service records (e.g., MedsCheck program) and 0.2 billion (over 6 years of) narcotic records have been loaded into the DHDR and connected to the provincial clinical viewers for use, with approximately 17 million new dispense records added into the DHDR each month.</p> <p>As of November 2018, ~150,000 health care providers (~50% of registered health professionals in Ontario) are eligible to access DHDR, via two regional clinical viewers, at 546 sites across Ontario in order to enhance patient safety and continuity of care.</p> <p>In the next phase of the DHDR project, the ministry aims to enrich the information in the DHDR with additional clinically relevant information. This will support health care providers in their development of a patient's "Best Possible Medication History" in support of improved clinical decision making and more appropriate prescribing.</p>	<p>Karen McKibbin Assistant Deputy Minister/Executive Lead, HSC 647-618-0597 Karen.McKibbin@ontario.ca</p>

Advanced Data Visualization (ADV)

The Ontario Ministry of Health and Long-Term Care (MOHLTC) collects large amounts of data for the purpose of making informed decisions in providing high quality patient care across the province. Health analysts are often required to engage in data discovery to find utilization patterns of health services and, analytical tools to correctly interpret their meaning. One approach is to empower them to look at vast quantities of data quickly and present their analytical findings in a pictorial format. The Advanced Data Visualization (ADV) project provides users with a web-based tool to manipulate and interact directly with data to best suit their information needs and enable identification of areas in health service delivery that need attention or improvement in a visually meaningful way. The ADV application supports many government initiatives by replacing static reporting with interactive visualizations of Health Indicator measurement and reporting.

- The ADV application relies on an in-memory architecture which permits high performance analytics of health data enabling deeper insights and faster response times to emerging trends such as Opioid utilization and occupancy rates across hospitals that may require further attention;
- It provides an easy to use self-service interface to rapidly respond to urgent requests for information by building high quality interactive visualizations and publishing them on a web portal for viewing;
- It supports geo-spatial visualization and improves presentation of analytical results by combining and overlaying hierarchical geo data on to a map to obtain granular level insights for health care utilization patterns in target populations.

Fully functional ADV solution has been delivered to data scientists in a production environment for MOHLTC internal access. Access to this solution for the ministry staff has been provided through a centralized portal for the Information Management, Data & Analytics (IMDA) division of the MOHLTC. The solution provides interactive visualizations of pre-calculated health indicators by key topic or sector. Work is underway to provision access to this solution for our broader health sector partners who are external to the ministry. The first targeted users group will be from the Local Health Integration Networks (LHINs).

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<p><u>Labour & Transportation I&IT Cluster (LTC)</u></p>	<p>Driver Medical Review Program</p> <p>Core function of Medical Review (MR) program is to assess a driver’s fitness to safely operate a motor vehicle based on MTO Driver Medical Policy and Procedures, CCMTA National Medical Standards, and Canadian Medical Association Standards. Current Driver Medical Policy is difficult to use in guiding decision making, resulting in inconsistent decisions for drivers, undue burden for healthcare practitioners and drivers, long lead times to train new case processors, and potential for negative reputational impact for MTO from stakeholders and clients.</p> <p>MR program’s vision is to <i>“Effectively and efficiently take action on driver fitness information through fully engaging our citizens, stakeholders, and employees to continuously improve road safety, while also meeting the core needs and expectations of our citizens.”</i></p> <p>Road User Safety Transformation Program’s (RUSTP) Business and IT teams, together with the Licensing Services Branch (LSB) worked in an agile way to transform and optimize Driver Medical policy. Accomplishments to-date:</p> <ul style="list-style-type: none"> • Through multiple sprints, developed transformation framework for optimizing decision making on medical conditions • Applied the framework and worked in an agile manner to review and optimize 23 medical conditions falling under the Driver Medical policy • Identified customer impacts as well as change management and operational impacts • Engaged medical community to define optimal assessment approach for complex medical conditions <p>Our Digital Transformation Strategy (DTS) was developed in Feb 2018 in an agile manner, which included:</p> <ul style="list-style-type: none"> • Current business model canvas • Citizen Centred Design: internal and external user groups identified, user interviews conducted • Options Analysis of ‘to-be’ digital business model • Target state business model canvas <p>In addition to the DTS, we have used cross ministry teams to deliver the following:</p> <ul style="list-style-type: none"> • Business Requirements – Epics, and User stories • Implementation Plan – Release and pre-implementation • Core Product Toolset Overview – outlines the technology set to be used 	<p>Wynnann Rose Chief Information Officer LTC 905-704-2167 Wynnann.Rose@ontario.ca</p>
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	<p>Project pre-implementation activities are underway.</p>	
	<p>Employer Self-Audit Portal & Self-Check (part of MOL 360)</p> <p>On September 13, 2017 the Ministry of Labour (MOL) received ITPAC approval to replace the existing Employment Standards Information System (ESIS) that supports the delivery of the Employment Standards administration. The existing system is used for the management of all enforcement of employment related transactions such as processing and investigating claims, and the creating and tracking of events and inspections.</p> <p>The ESIS is used by approximately 500 internal users, (expected to grow to approximately 680) to deliver services to 450,000 employers and 6 million employees across Ontario. The current custom-build system is over 10 years old and supports back-end, paper-based processes. The replacement solution has been developed by iterative business functionality, supporting a phased release of the new solution ensuring the Employment Officers, Employers and Employees benefit from the new solution as soon as possible.</p> <p>In August 2017, a new Business Intelligence portal was introduced to MoL staff providing reports on data from previously isolated sources. The BI portal will continue to be developed as new data becomes available through iteratively developed business functionality. In October 2017, a partnership between .NET SDC, Infrastructure Technology Services (ITS) and Pivotal Labs was established for the creation of the MoL Self Audit tool on the OPS' Azure cloud platform.</p> <ul style="list-style-type: none"> • Deployed a fully functional self-audit system to production with all ten (10) standards • Conducted a highly successful pilot which, <ul style="list-style-type: none"> • Positively impacted employers providing them with the tools required to understand and ensure compliance, • Provided over three hundred (300) employees with positive outcomes, recovering over \$79k from just 24 audits • Put in place the foundation that will support 350 Ministry of Labour officers with the tools required to support 45,000 audits per year once training completes in November 	<p>Wynnann Rose Chief Information Officer LTC 905-704-2167 Wynnann.Rose@ontario.ca</p>

	<ul style="list-style-type: none"> Delivered the foundation for the Case Management process including the role-based access module required to support the end to end Case Management functions. <p>This is impressive but is even more impressive when you consider that it was all done while blazing the trail on many key firsts for LTC, Ministry of Labour and the OPS:</p> <ul style="list-style-type: none"> Being the first team and solution to use Pivotal Cloud Foundry tools and methodologies which will prove to be a game changer for software development in the OPS Being the first project to introduce new roles such as product owner and product manager leveraging user and stakeholder knowledge as a critical component in software development Knowledge transfer using the paired programming approach Pivotal agile software development methods to deliver value and quality quickly leveraging return on investment Microservices architecture for solutions that are modular and provide the ability for us to build on our foundations Embracing a fully integrated, co-located balanced team and governance structure that included all stakeholders and their needs. One team, including MoL, LTC, ITS, and eSM, along with members of the public and business communities as part of requirements discovery. <p>Introducing Pure Agile Practices such as Lean, Extreme Programming, User Centered Design Practice.</p>	
	<p>Ontario 511 Modernization Project</p> <p>The MTO's Traveller Information Service provides Ontarians with accessible and bilingual information concerning travel options and road conditions to help them plan and conduct travel. The Ontario 511 Modernization project is to replace the Ontario 511 website service with a Software as a Service (SaaS) solution that will modernize Ontario's online traveller information and return the province to the forefront of traveller information delivery. Ontario 511 can be accessed through the web, social media or telephone, to obtain information on road closures, congestion, winter road conditions and construction projects on provincial highways. The new, modernized web channel went live on March 14, 2018. The project used a dedicated, co-located, cross functional team that worked with the public to deliver this service. The team co-designed the service with input from</p>	<p>Wynnann Rose Chief Information Officer LTC 905-704-2167 Wynnann.Rose@ontario.ca</p>

	<p>over 800 citizens\travellers, using design thinking, journey mapping and other agile methods to move through Alpha, Beta and Go Live releases. The new service offered customized alerts, route planning and is device agnostic. Since its implementation, the website has had over 1M users with over 8k users having registered, 6.2M pageviews, and over 2.3M sessions. The team has also implemented a number of significant enhancements including integration of Track My Plow, the addition of 72 Toronto traffic cameras and the inclusion of crowd-sourced traffic and weather conditions provided by Waze.</p> <p>The team is now working on providing detour routes, improved construction information and winter weather conditions and the automation of twitter feeds</p>	
	<p>Ontario Truck Inspection Station Automation Project (OTAP)</p> <p>The Ministry of Transportation (MTO) received approval to use Automated Commercial Vehicle Pre-Clearance and Pre-Screening systems technology in Ontario, to focus enforcement more efficiently and effectively on commercial vehicles that pose a risk to highway safety and allow safe and responsible carriers to keep moving along Ontario highways. MTO received Treasury Board approval on November 28, 2017, to conduct an open competitive procurement process to deploy electronic pre-clearance technology at truck inspection stations (TIS) across the province, and pre-screening technology at 4 TIS locations along the 401 corridor, to improve the efficiency and effectiveness of commercial vehicle enforcement operations and assess their efficiency in assisting inspection officers in the Ontario specific traffic and weather conditions. Through an open competitive procurement process an RFB was posted on January 5, 2018. Intelligent Imaging Systems Inc. (IIS) was the successful vendor for this RFB (Canadian company based in Edmonton and Vancouver). MTO engaged into a services delivery partnership contract with IIS to deploy electronic pre-clearance technology at all TIS locations and pre-screening technology in 4 pilot TIS locations on May 3, 2018 (Effective May 16, 2018).</p> <p>This technology will drive improved safety and assist officers in identifying trucks and carriers with severe defects and safety concerns that need to be addressed. It will also reduce the delay to compliant carriers and improve the efficiency and effectiveness of commercial vehicle enforcement operations.</p> <p>Automated Commercial Vehicle Pre-Clearance can :</p>	<p>Wynnann Rose Chief Information Officer LTC 905-704-2167 Wynnann.Rose@ontario.ca</p>

	<ul style="list-style-type: none"> Identify and communicate with approaching commercial vehicles and inform low risk carriers to bypass a TIS Bring in for inspection unknown, non-compliant or high risk operators/vehicles <p>Automated Commercial Vehicle Pre-Screening can:</p> <ul style="list-style-type: none"> Pre-screen for specific safety defects at slow speed at or inside the TIS <p>Accomplishments to date:</p> <ul style="list-style-type: none"> Completed RFB and awarded contract Obtained architecture approvals from cluster and corporate committees Completed security assessments and implementation of mitigations underway Infrastructure setup and provided vendor with required carrier information to determine a bypass decision based on business rules defined by the business <p>Successfully commenced Pre-Clearance Pilot Jan. 9, 2019</p>	
<p><u>Justice Technology Services (JTS)</u></p>	<p>Central Divorce Registry Integration</p> <p>This project delivered a solution to electronically transfer information between Ontario Family Courts and the Federal Central Registry for Divorce Proceeding (CRDP) to obtain a federal clearance certificate for each divorce proceeding commenced in Ontario.</p> <p>Phase 1 of this project was completed in January 2018.</p> <p>Phase 2 of this project automated the exchange of data and files between the province and Federal Department of Justice.</p> <p>Solution went live in Nov 2018 with rollout across all court locations in the province.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> Elimination of manual processes and intervention Reduce the time and costs associated with obtaining a CRDP clearance certificate/notice of duplicate proceedings. Reduce data entry errors by automating the intake of CRDP applications. <p><u>Some statistics:</u></p>	<p>Robin Thompson Chief Information Officer JTS (416) 326-6950 Robin.M.Thompson@ontario.ca</p>

	<ul style="list-style-type: none"> • Approx. 23,000 transactions sent to Feds since pilot. • Approx. 15,000 requests sent to the Feds for Divorce Clearance certificate across all court locations. 	
	<p>Civil Claims Online Filing</p> <p>The creation of an online electronic filing service for Civil Actions in the Superior Court of Justice. Enables users to initiate actions and file documents for civil claims, such as: Statement of Claim, Notice of Action, Affidavit of Litigation Guardian of a Plaintiff under a Disability, Request for Bilingual Proceedings, Consent to File Documents in French, as well as make payments for those filings. This service will be expanded incrementally for additional document types to provide for more convenient user experience and services.</p> <p>The first project wave of this online service was launched in April 2017 as a pilot at five sites (Brampton, Ottawa, Newmarket, London and Sudbury).</p> <p>Wave 2 was launched in July 2017 and included a full province-wide roll out of the online service and improvements to the service including unique Account Profiles and searchable online filings history. This second wave was successfully completed in November 2017.</p> <p>The third wave of the project was completed in May 2018 which provided users with the ability to file additional documents online such as Statements of Defence and proof of service documents.</p> <p>The fourth wave was completed in Nov 2018 and provided users with improved service related to document previews, automated data population for common fields and improvements in usability of the overall application.</p> <p>Since launch, 31% of the total Statement of Claims have been filed electronically through the eFiling portal.</p> <p>Outcomes:</p> <ul style="list-style-type: none"> • Delivers simple, modern, user-friendly online services, both to the public and our partners. • Provides Ontarians filing civil actions with online services that are accessible, responsive, and easy to use. 	<p>Robin Thompson Chief Information Officer Justice Technology Services (416) 326-6950 Robin.M.Thompson@ontario.ca</p>

	<ul style="list-style-type: none"> • Ontarians will be able to quickly and easily file, and track filings related to their civil claims online 	
	<p>Provincial Offences Act (POA) Online Services</p> <p>POA Online Services is a new online system that was launched in August 2018 in partnership with municipal courts. The system allows public users to look up the information of their POA Part 1 and Part 3 offences, such as:</p> <ul style="list-style-type: none"> • Case Status • Outstanding fines and how to pay them • Scheduled event details (Court Location, Date, Time and Room) • Court contact information <p>The system also allows the defendants or their representatives to request an Early Resolution (ER) Meeting through an online request submission when applicable, for participating municipalities:</p> <ul style="list-style-type: none"> • Elgin County • Oxford County • Niagara Falls • Mississauga • Durham • Windsor • Sudbury <p>Uptake as of January 2019:</p> <ul style="list-style-type: none"> • 34,370 Users • 619 Early Resolution meeting requests <p>Outcomes:</p> <ul style="list-style-type: none"> • Provides Ontarians a convenient online access to POA Part 1 and Part 3 offence details. • Delivers a modern online service that is bilingual, AODA compliant and responsive. 	<p>Robin Thompson Chief Information Officer Justice Technology Services (416) 326-6950 Robin.M.Thompson@ontario.ca</p>

	<ul style="list-style-type: none"> • Will reduce the number of calls, counter inquiries and mailed paper-based ER requests for the municipal courts. • Will reduce wait times at municipal court counters and save time and cost for the defendants or their representatives. 	
	<p>Rollout of Electronic Briefs (SCOPE deployment)</p> <p>SCOPE is the Ministry of the Attorney General’s system supporting criminal case disclosure tracking from Police Services (municipal and OPP), case management, file management, and digital scheduling. It is progressively being deployed to Crown office locations across the province.</p> <p>At present, 85 per cent of Ontario’s criminal case volume resides within the SCOPE database covering twenty-two municipal police services and nearby OPP detachments. Over the past twelve months this includes deployments to 14 municipal police services and 37 OPP and Indigenous Police Service detachments.</p> <ul style="list-style-type: none"> • Hamilton Police Service • Peterborough Police Service • City of Kawartha Lakes Police Service • Northumberland / Cobourg / Port Hope Police Services • Annisnabek Police Service • Barrie Police Service (incl. South Simcoe Police Service) • North Bay Police Service • Sudbury Police Service • Belleville Police Service • Orangeville Police Service • Shelburne Police Service • St. Thomas Police Service • Woodstock Police Service • Sarnia Police Service <p>Outcomes:</p> <p>For sites where SCOPE has been deployed:</p> <ul style="list-style-type: none"> • Ontario’s criminal cases are received, tracked, and disclosures disseminated electronically 	<p>Robin Thompson Chief Information Officer Justice Technology Services (416) 326-6950 Robin.M.Thompson@ontario.ca</p>

	<ul style="list-style-type: none"> • All information is shared electronically across jurisdictions, throughout MAG, and with external justice partners. • All Crown staff are scheduled electronically. 	
<u>Enterprise Digital Service Integration Division (EDSID)</u>	Digital Identity Banking Login Pilot <ul style="list-style-type: none"> • In April 2018, the MyBenefits Online Service began piloting the use of banking login credentials through the Secure Key Concierge service to allow social assistance clients to access, view and update their information online. • The MyBenefits Pilot saw a significant increase in uptake on the use of banking credentials to access the MyBenefits service over a 3 month period (Oct. to Dec.), including 300+ new registrations over the two-week holiday period. The service now has over 1000 Secure Key Concierge users. 	Robert Devries Assistant Deputy Minister EDSID Ministry of Government and Consumer Services (416) 668-5727 Robert.Devries@ontario.ca
	Small Business Innovation Challenge (SBIC) <ul style="list-style-type: none"> • Through Ontario's Small Business Innovation Challenge program, MGCS collaborated with 5 vendor-led project teams to develop market-ready digital identity solutions, in the process learning about the cutting-edge technologies and sharing policy, industry standards, best practices and technical expertise with the vendor teams to help them refine their solutions based on government use cases. Two of the teams will continue to work on their innovative solutions through to 2019. 	Robert Devries Assistant Deputy Minister EDSID Ministry of Government and Consumer Services (416) 668-5727 Robert.Devries@ontario.ca
	Digital Wallet Prototype <ul style="list-style-type: none"> • Ontario developed a functional digital wallet prototype to inform components of the conceptual Digital Identity Technology Blueprint, experiment with new and emerging technologies, and validate how a potential solution might work. The prototype demonstrates the following: <ul style="list-style-type: none"> ○ Establishing a digital identity online and issued to a digital wallet ○ Electronic ID proofing using artificial intelligence, biometric comparison and attribute matching ○ Using the DI to prove age in person ○ Adding a digital version of a driver's licence and health card to the digital wallet ○ Age verification Use Case: Transmittal of identity attributes (photo and age) through NFC and Bluetooth (device to device) to satisfy proof of age use cases. ○ Transaction/audit logging 	Robert Devries Assistant Deputy Minister EDSID Ministry of Government and Consumer Services (416) 668-5727 Robert.Devries@ontario.ca

	<p>Business Number Rollout in OPS</p> <ul style="list-style-type: none"> • Since 2017, over 20 Ontario ministries have been consulted to participate in the expanded use of the Business Number (BN) as the common business identifier in Ontario, which will connect key ministry programs to the Business Directory system (the BN hub for Ontario). • By 2020, over 135 business-facing programs will begin collecting and using the BN through a multi-phased implementation plan by applying one of the two models: <ol style="list-style-type: none"> 1. Full BN Adoption (Integrated Model): direct system connection to the Business Directory or 2. BN Expansion (Base Model): manually validation of the BN or using it as a business identifier • The Integrated Model impacts over 30 programs or approximately 25 percent of all business-facing programs, whereas the base model impacts over 100 programs or 75 percent of business-facing programs. • 32 programs across various ministries assigned to two phases (March / November 2018) of the BN Expansion initiative have completed implementation and now collect and use the BN. 	<p>Robert Devries Assistant Deputy Minister EDSID Ministry of Government and Consumer Services (416) 668-5727 Robert.Devries@ontario.ca</p>
	<p>Blockchain Pilot for Business Registration Verification</p> <ul style="list-style-type: none"> • As a follow-on to the multi-jurisdictional Blockchain Proof-of-Concept Project completed in August 2017, the Ministry of Government and Consumer Services (MGCS) is exploring the use of blockchain as an enabler for businesses to provide proof of government-issued qualifications and credentials when transacting online. • The pilot is being undertaken through collaboration with Governments of British Columbia and Canada (Public Services and Procurement Canada) and is utilizing open source technologies. • Ontario's pilot aims to establish the foundational infrastructure for developing a repository of verifiable government-issued qualifications (claims) about a business, prepopulated with foundational information about all Ontario businesses based on the data from Ontario's official business registry. • Ontario's pilot is nearing completion, which, in addition to the repository, will introduce a web interface for searching and displaying claims held by businesses. An interface to an underlying Identity Register Network - initially a Hyperledger Indy network, has also been established, with capabilities to receive Verifiable Claims issued by known services about 	<p>Robert Devries Assistant Deputy Minister EDSID Ministry of Government and Consumer Services (416) 668-5727 Robert.Devries@ontario.ca</p>

	subject businesses, and provide proof about subject businesses to other enabled services.	
<u>Government Services Integration Cluster (GSIC)</u>	<p>The IFIS Refresh initiative</p> <p>The Integrated Financial Information System (IFIS) is one of the Ontario Public Service (OPS) key Enterprise Resource Planning (ERP) system and IFIS is vital to supporting financial management activities for all ministries in the delivery of their programs and services to Ontarians.</p> <p>The IFIS Refresh Project is part of a necessary cycle of asset maintenance and meets our commitment to modernize IT systems and maintain financial transparency and accountability. The IFIS Refresh Project will deliver two major improvements:</p> <ol style="list-style-type: none"> 1. On August 28th, 2018, EFSB has successfully implemented a state-of-the-art architecture to modernize the IFIS Infrastructure. A solid, innovative technology solution is provided to enable future OPS business transformation and expansion. This agile technology foundation introduced the latest innovative industry technology – Engineered System and consolidated the IFIS footprint by 80%. The new IFIS infrastructure paved the first step required to move towards a cloud solution and met the strategic priorities to be faster, smarter and better. 2. Business Intelligence Modernization which will replace obsolete reporting software and toolsets and will deliver a modern, powerful, secure BI and analytics platform capable of meeting emerging enterprise ministry and central agency needs. The first phase was successfully implemented January 28, 2019. 	<p>Renee Laforet, Chief Information Officer, GSIC (416) 327-7867 renee.laforet@ontario.ca</p>
<u>Central Agencies I&IT Cluster (CAC)</u>	<p>Paperless Initiatives</p> <p>The Ontario government has been exploring opportunities that will help make government spending more effective and efficient, while delivering on its commitments.</p> <p>To support this work, the Treasury Board Secretariat is implementing a paperless initiative, which will put an end to providing paper copies of meeting materials and approval packages in the ministry. TBS manages multiple digital solutions that can</p>	<p>Liz MacKenzie Chief Information Officer CAC (416) 327-1476 Liz.MacKenzie@ontario.ca</p>

help to eliminate paper in your ministries, and are readily available for enterprise-wide consumption.

Two of these solutions are:

Binder Browser Electronic Meeting Management

Binder Browser is an electronic meeting management application that enables the elimination of the large paper binders that are often used to support meetings and their agendas. Using a tile and band format to display the agenda, users can also access and comment on supporting materials via a touch screen or traditional interface using a mouse.

Growth among several user communities within the OPS has been consistent over the past year.

CAC continued the Binder Browser 1.5 rollout to:

- Cabinet Committees
- Internal OPS Senior Management Committees
- Ministers North American and international travel

Binder Browser was adopted for all Cabinet meetings and Cabinet Committees. In addition, it was used by various senior committees and external advisory groups to manage meetings and their associated materials during the government transition phase. Binder browser has also been adopted as the standard tool for Cabinet and Treasury Board meetings by the new administration. This means that Ontario's Cabinet and Treasury Board meetings are now fully digital.

Usage of the tool across the user community includes

- Over 30 committees
- In excess of 2,000 users
- Over 600 binders have been created electronically saving many hours of printing and assembly as well as thousands of trees.

The team has demonstrated Binder Browser to the government of Saskatchewan and the Digital Office of the Federal Government with discussions around sharing access to the application.

eApprovals

	<p>eApprovals is an approvals workflow tool used to digitally approve packages of documents, such as briefing notes and reports.</p> <p>This system replaces the traditional process of print, sign, scan, email, and repeat with an easy to use browser-based application (no more printing) that can support any file type, and can be done within minutes.</p> <p>eApprovals helps to reduce overall OPS costs for approval systems, by using a shared enterprise wide system which leverages one solution and infrastructure for all ministries. This system also helps to reduce the overall amount of paper required in the OPS.</p> <p>The application was recently launched, and is now available for enterprise consumption. Feedback from early adopters has been very positive.</p>	
	<p>ONTrack Digital Decision-Making for Cabinet Office</p> <p>The ONTrack project is modernizing the end-to-end decision-making processes within Cabinet Office, which prior to September 2017 was conducted with several disconnected systems and manual processes that have been implemented over time in silos, with minimal regard to information sharing or evolving user needs.</p> <p>There are four components to this application that have been launched over the last year:</p> <p>Commitment Tracking</p> <p>Tracking captures platform commitments so that they may be translated into key activities to help form the basis of the government's public commitments (e.g. mandate letters, throne speech) as well as the internal policy and delivery roadmap (i.e. Multi-Year Action Plan).</p> <p>Key Activities and Risks</p> <p>This module allows Cabinet Office to translate commitments into key activities and risks to support the government track and deliver on its mandate. Regular Ministry input on delivery milestones and associated risks, in addition to ongoing transparency and reporting, will continue.</p>	<p>Liz MacKenzie Chief Information Officer CAC (416) 327-1476 Liz.MacKenzie@ontario.ca</p>

	<p>Enhancements such as tracking key activity outcomes, linkages to TBS' performance measures, robust quality assurance processes and options for public progress reporting will be explored.</p> <p>Meetings Management The Meetings Management module seeks to provide a single software solution for the Office of the Treasury Board to facilitate, support, and simplify the management and administrative processes involved with Treasury Board/Management Board of Cabinet (TB/MBC) meetings. This meetings management solution is a reusable solution to enable other OPS organizations to leverage this functionality in the future and can include short- and long-term strategic agenda planning associated with Cabinet and Cabinet committees, as well as the collection and retention of e-copies of final documents associated with each meeting.</p> <p>Submission Management Ministries use this module to manage items going to Cabinet and TB/MBC, from inception, to ministry approvals, to central agency management and decision implementation.</p>	
<p><u>Community Services</u> <u>I&IT Cluster (CSC)</u></p>	<p>Modernizing Child Care The Child Care Licensing System (CCLS) was successfully designed and delivered to support minimizing manual processing and providing a real-time, online electronic mechanism for documenting complaints about licensed programs. This solution allows ministry staff to track and manage public complaints in a centralized and consistent manner while ensuring data accuracy. Additionally, a province-wide database supports timely response to complaints and enables data analyses to identify trends and the provision of reports at the provincial level.</p> <p>In March, July and October of 2018, new releases were successfully launched to support new features and enhancements. The key enhancement of the March release was to allow ministry staff to proactively conduct inspections and continually track changes to avoid licensing renewal delays. This release also included new survey questions, an inspection checklist update and the introduction of tools and resources for communications/guidelines. The July release included implementation of an inter-related reliability component to allow two ministry staff to conduct inspections for the same centre and compare results to support improved consistency in inspections. This release also introduced functionality to enable licensees to respond to any non-compliances online, upload Police Record Checks and access inspection reports in real time. The</p>	<p>Soussan Tabari, Chief Information Officer, CSC (416) 326-8216 Soussan.Tabari@Ontario.ca</p>

October release rolled out changes to the current features that will help licensing staff better manage non-compliance (NC) follow ups. The enhancement also implemented the Police Record Check (PRC) to include applicants'/licensees' Police Record Check display. Also, enhancements were made to the inspection checklist.

The **Early Years Analytics Solution (EYAS)** is a business intelligence and reporting solution designed to integrate data from the multiple I&IT business solutions to support evidence-based decision-making. EYAS provides a flexible web-based solution that creates and distributes standard reports to ministry staff to assist in managing workload distribution across seven regions. EYAS includes 30 standard reports and three dashboards as well as self-serve ad-hoc reporting functionality that enables ministry staff to track child care license information and identify trends and issues across multiple regions over time.

Over the past months there have been numerous enhancements made to EYAS to accommodate new features and changes from the CCLS source system, as well as new reporting functionality designed to assist with the delivery and monitoring of ministry initiatives focused on the early years portfolio. These upgrades all centre around providing a flexible and streamlined process that efficiently addresses reporting needs, reduces manual effort wherever possible, and ensures data quality. Going forward, the project will begin implementing Lean Six Sigma methodologies to apply best practices and further refine both the development and delivery of new functionality; including an updated Child Care Survey planned for Spring 2019 as well as an updated Municipal Profile report planned for Fall 2019.

A new collection (Early Year Experiences) was added to the Ontario School Information System (OnSIS) to gather comprehensive, retrospective information about a child's participation in early years programs. The data would be requested at the time of the child's registration to kindergarten and would be used to better understand how families access programs and to improve policy development and program delivery.

EarlyON is a data collection application for capturing up-to-date location and contact information for child and family centres across Ontario. This data is used to display a public facing map on Ontario.ca, and to report to the federal government on the status of EarlyON Centres in Ontario (reporting includes, Indigenous & French Programming, Hours of Operation, etc.).

	<p>In 2018, locations and contact information was collected for over 1000 EarlyON locations and were used to populate a live public-facing map on Ontario.ca to provide parents with an up-to-date view of all EarlyON programs, their locations and hours of operation across Ontario.</p> <p>The Investigative Case Management System (ICMS) was developed to assist with the tracking and monitoring of childcare investigation to support childcare enforcement, as mandated by the Childcare and Early Years Act. Using the Child-Care Application and Modernization framework that was already established, and the Case Management platform (Siebel) technology, the system was built and launched in November 2015 to begin capturing unregulated childcare facility cases and to aid the inspection and the enforcement processes. The system captures the entire lifecycle of childcare investigations, including complaints, first visits, investigations, enforcement actions, and prosecutions and includes data analytics functionality.</p> <p>A mobile application was successfully delivered in March 2017, along with a new infrastructure environment to support the release. The mobile solution will allow investigators to use a mobile device while conducting investigations and inspections of child care centres. This will reduce case processing times and will enable users to connect with a backend case management system to retrieve case details and use voice recordings, images and videos to support investigations.</p> <p>The mobile solution is currently being leveraged by field investigators who conduct their investigations on iPads and are able to reduce the processing times to the goal of 50% by cutting out post investigation visit desk time to input notes into the system.</p>	
	<p>Automated Collection of Financial and Staffing Data from Ontario Municipalities Oracle's Hyperion Planning suite of products has been deployed to automate and secure the process for collecting financial and staffing data from over 444 municipalities in Ontario. Previously this task (known as Financial Information Returns (FIR)) was accomplished with spreadsheets and emails resulting in a labour-intensive, error-prone and non-secure collection method which has been replaced by a centralized financial planning application modelled on the Canada Revenue Agency's e-file approach. A key focus of this fully modernized new system is to enable more effective internal use of the collected data (On-Line Analytical Processing) and to facilitate the sharing of data amongst all stakeholders</p>	<p>Soussan Tabari, Chief Information Officer, CSC (416) 326-8216 Soussan.Tabari@Ontario.ca</p>

	<p>using familiar interfaces such as Microsoft Excel. This was implemented in all of Ontario's municipalities and went live in March 2017.</p>	
<p><u>Infrastructure Technology Services(ITS)</u></p>	<p>Modernizing Collaboration and Productivity Tools – Microsoft Office 365</p> <p>Office 365 is a cloud service securely provided at Microsoft's data centres in Toronto and Quebec City. It is replacing several individual Microsoft products currently provided or hosted internally by the OPS including enterprise e-mail, Microsoft Office desktop tools (Word, Excel, PowerPoint), workgroup and home file shares (centralized network electronic storage for documents) and Lync instant messaging. In addition, Microsoft O365 offers more productivity and collaboration tools available through the Microsoft Office 365 web portal. The enhanced features of Office 365 will bring these tools up-to-date and provide employees with new ways to engage each other, collaborate, and share information.</p> <p>An early adopter migration with select IT staff started in the Fall 2017 and completed 2,300 migrations in May 2018. A wider group of early adopter migrations completed in September 2018 with an additional 8,000 staff migrated to Office 365. OPS-wide migrations commenced in the fall of 2018 with over 25,000 OPS users migrated to date and expected completion of all migrations by December 2019.</p> <p>It is anticipated that the full migration to Microsoft Office 365 will ultimately position the OPS to utilize and access the latest technological updates and enhancements as soon as they are released by Microsoft. To ensure a smooth transition to Office 365 and to provide an enhanced end-user/employee experience with Microsoft Office products, a change management program consisting of experts in change management and end-user computing adoption is required. Pending approvals, this will be accomplished by onboarding of a vendor with adoption and change management (ACM) industry expertise through a Request for Business (RFB) or by internal resources with a minimized scope to focus on pre-migration and post-migration awareness, training and communications. A number of migration awareness and support initiatives have been implemented including weekly interactive webinars to prepare users for their migration and use of Office 365. Over 30 sessions have been held to date with over 3,000 OPS staff participating that have been very well received based on feedback. Additionally, the Office 365 Change Champion program has been launched and over 200 OPS resources being mobilized to foster adoption of O365</p>	<p>Rick Provenzano, Enterprise Chief Information Officer, Infrastructure Technology Services (905) 441-4438 Rick.Provenzano@ontario.ca</p>

	<p>in the OPS. A communications plans and products for all Ministry migration waves have been developed for Cluster/Ministry pre-migration awareness support. 'See, Do, Learn' post migration training modules focused on common business themes are currently in progress in partnership with Microsoft.</p> <p>A series of focus groups are underway in collaboration with Information, Privacy and Archives (IPA), Cluster/Ministry Information Management Leads and IT with the purpose to evaluate, guide and support the information impacts of O365. The initial focus groups are reviewing the parameters of O365 in the context of existing Information Management policy and practice to support the successful service activation of the Microsoft Teams application as an enterprise collaboration and productivity tool targeted for February 2019.</p>	
	<p>Redesign of Service Desk and Order Desk</p> <p>For over 10 years the Ontario Public Service (OPS) Service Order Desk On-Line "shopping cart" service (S.ODO) has been a successful way for OPS employees to acquire infrastructure and enterprise IT products and services. S.ODO is an internal OPS digital service used by over 60,000 users with approximately 250k orders processed annually.</p> <p>The OPS partnered with Ontario College of Art and Design (OCAD) to redesign S.ODO. This included a re-branding of the system, now named ONRequest. The partnership with OCAD focused on a user-centered design approach to create a simpler, more modern and flexible digital solution for OPS staff.</p> <p>The project was launched in June 2018, taking an iterative approach to implementation. As of January 2019, 26% of IT products and services have migrated to the ONRequest digital service. Feedback from OPS staff has been extremely positive with users reporting easier and more intuitive navigation in the new system and an improved overall end user experience with ONRequest. Remaining products and services will be onboarded through the remainder of this fiscal year.</p>	<p>Rick Provenzano, Enterprise Chief Information Officer, Infrastructure Technology Services (905) 441-4438 Rick.Provenzano@ontario.ca</p>

2. Priorities:

Briefly describe what your organization sees as its **top IT/IM priorities/initiatives over the next 12 to 36 months.**

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

- **Digital Government**
- **Cyber Security**
- **Talent Management**

<p><u>Children, Youth and Social Services Information and Information Technology Cluster (CYSSC)</u></p>	<p>Digital Government Modernizing service delivery through digitization of manual processes and upgrading legacy I&IT systems to keep up with citizen expectations and deliver services more efficiently.</p>	<p>Dafna Carr Chief Information Officer CYSSC dafna.carr@ontario.ca</p>
<p><u>Land and Resources I&IT Cluster (LRC)</u></p>	<p>Environmental Registry and Public Consultation Tool (MECP) Ontario Public Service (OPS) ministries post public notices for any proposal, decision or issue with potential environmental impacts. The Ministry of the Environment, Conservation and Parks (MECP) Environmental Registry enables the posting of these notices online and provides Ontarians a means of participating in decisions. This project has been selected by the Ontario Digital Service (ODS) as one of their first digital priorities. The project will replace the existing outdated system with a modern, interactive, and user-friendly public engagement platform.</p> <p>Anticipated Outcomes:</p> <ul style="list-style-type: none"> • Working now to add Notices for instruments to the beta site (e.g. permits, approvals and orders), and access to historical information will be available on the beta site then launch in Alpha and Go-Live. • Improved public engagement for informed environmental decision making across the OPS. 	<p>John DiMarco Chief Information Officer LRC 416-326-6954 John.DiMarco@ontario.ca</p>
	<p>Parks Reservation and Registration Service (PRRS) The Ministry of the Environment, Conservation and Parks (MECP) manages 329 Ontario Parks through protection, conservation, education and providing recreation opportunities including: camping, hiking, canoeing, swimming, skiing, snowshoeing and nature viewing. MECP has partnered with the Land and Resources I+IT Cluster to replace the existing reservation and registration system with a modern online digital service and tools for ministry business intelligence and revenue management.</p> <p>Anticipated Outcomes:</p> <ul style="list-style-type: none"> • Faster and easier public access to Ontario Parks information, registration and reservations. • 24-7 online access to services and information • Streamline public experience at parks (check-in, permits, vendor) • Identify opportunities for additional improved digital Parks Ontario services and functionality 	<p>John DiMarco Chief Information Officer LRC 416-326-6954 John.DiMarco@ontario.ca</p>

	<ul style="list-style-type: none"> Improved ministry data and business intelligence 	
<p><u>Information, Privacy and Archives Division (IPA)</u></p> <p>Under its public-sector transformation strategy for recordkeeping, access & privacy - a strategic approach to combine recordkeeping, access and privacy as a single cohesive business function that provides more value to the Ontario government – the following priorities have been identified:</p>	<p>Proposed Legislative Reform</p> <p>Strengthen public confidence and trust through a “digital-first” modernization of recordkeeping, access and privacy legislation. In partnership with Ontario’s Digital Service, comprehensive reform of Ontario’s information legislation and framework is envisaged.</p> <p><i>Data Integration Initiative</i> – proposed targeted amendments to Ontario’s access & privacy legislation in support of data sharing for the purposes of policy research and analysis in a privacy-protective manner.</p>	<p>John Roberts, Chief Privacy Officer and Archivist of Ontario IPA john.roberts@ontario.ca</p>
	<p>Internal Programmatic Review</p> <p><i>Privacy Management Program Review</i> – Develop a strong program framework for privacy management that will assist ministries in optimally organizing and consistently delivering on privacy management.</p>	<p>John Roberts, Chief Privacy Officer and Archivist of Ontario IPA john.roberts@ontario.ca</p>
	<p>New Information Policies, Methods and Processes for Digital</p> <p><i>Appraisal for Recordkeeping</i> - To develop a made in Ontario recordkeeping framework based on the concept of appraisal that repositions recordkeeping as a proactive, by-design process with emphasis on techniques for identifying requirements for creating and managing records</p> <p><i>Modernizing Records Scheduling</i> - To make record schedules more effective information governance and transparency tools and record scheduling easier to accomplish.</p> <p><i>Integrating Recordkeeping into IT</i> - Ensuring recordkeeping requirements, considerations and solutions are incorporated into the design of IT systems and the processes that government IT projects (e.g. Enterprise Architecture).</p> <p><i>Email management modernization</i> - Developing a roles-based approach to the management of email accounts for the OPS, based on the Capstone model developed by the United States National Archives and Records Administration (NARA). • Categorize roles in the public service and retain or dispose entire email accounts based on their significance.</p>	<p>John Roberts, Chief Privacy Officer and Archivist of Ontario IPA john.roberts@ontario.ca</p>

<u>Health Services I&IT Cluster (HSC)</u>	<p>OHIP+: Children and Youth Pharmacare Redesign</p> <p>On January 1, 2018 OHIP+ was implemented providing publicly-funded drugs to Ontario children and youth 24 and under.</p> <p>On June 30, 2018, the Minister of Health & Long-Term Care, announced that the OHIP+ program would be changed to focus OHIP+ on those children and youth who do not have an existing prescription drug benefits plan. The proposed amendments to the Ontario Drug Benefit (ODB) Act were posted on January 2, 2019.</p> <p>Changes to the ministry's I&IT solution as well as changes to solutions provided by other health system partners in the end-to-end service chain for the Ontario Drug Benefit business will be completed and tested prior to the effective date of the changes in March 2019.</p>	<p>Karen McKibbin Assistant Deputy Minister/Executive Lead, HSC 647-618-0597 Karen.McKibbin@ontario.ca</p>
	<p>Special Authorization Digital Information Exchange (SADIE)</p> <p>The SADIE project will improve the Ontario Public Drug Program's Exceptional Access Program by providing access to life-saving drugs to people faster with improvements to the:</p> <ul style="list-style-type: none"> • Patient Experience: Speeding up the time to receive an EAP decision • Prescriber Experience: Reducing administrative burden so that prescribers can focus on providing direct patient care • Program Delivery: <ul style="list-style-type: none"> ○ Reducing the effort required to manage program on behalf of patients ○ Manage complex business rules as EAP drugs are expensive and the funding criteria are complex ○ Manage increasing volumes due to program changes and an aging population <p>The scope of this initiative will include an online service for physicians including real-time adjudication of many drugs, improved program management data analytics, reporting and automation improvements for the back office. A prototype was made available to selected healthcare providers in December 2018 for clinician feedback.</p>	<p>Karen McKibbin Assistant Deputy Minister/Executive Lead, HSC 647-618-0597 Karen.McKibbin@ontario.ca</p>

	<p>Supporting Seniors and the Elderly MOHLTC strives to improve health care and to ‘end hallway medicine’. As Ontario’s seniors population continues to grow it is imperative that the number of long-term care beds mirrors that growth. Seniors and the elderly should receive high-quality care in the appropriate setting and not in the hallways of hospitals.</p> <p>This associated technology initiative will require HSC’s analytics support to enable innovative ways to expand access to long-term care beds. As well HSC will continue to support IT applications used by the long-term care home operators, such as the Rate Reduction Program (financial assistance program for low income long-term care residents) and the mobile technology used by the long-term care home inspectors to ensure all long-term care homes are abiding by Ontario’s legislation.</p>	<p>Karen McKibbin Assistant Deputy Minister/Executive Lead, HSC 647-618-0597 Karen.McKibbin@ontario.ca</p>
<p><u>Labour & Transportation I&IT Cluster (LTC)</u></p>	<p>Road User Safety Modernization The Ministry of Transportation (MTO) serves 10.2 million drivers, oversees the registration of 12.9 million vehicles, and ensure safe transportation of good across Ontario roads delivered by 58,000 bus and truck companies.</p> <p>The Road User Safety Business Transformation Program is a multi-phased, multi-year strategy to transform the way the Ministry of Transportation and its partner ministries deliver services to Ontarians</p> <p>Phase 1 – completed in 2017:</p> <ul style="list-style-type: none"> • 20 self-service options for truck and bus companies are available already serving more than 32,000 business clients; service time for processing new applications have been reduced by 70%, saving industry \$8M/year • Promotes free trade and mobility of goods across borders • Introduced a new robust platform for driver licensing and registration that will enable all future modernization <p>Phase 2 (2018-2021) - 4 distinct initiatives (foundation for modern customer service):</p> <ul style="list-style-type: none"> • Modernizing the Driver Medical Review program: 24/7 access to case details; 30% of cases will be automated for immediate processing; faster resolution of all cases • Taking advantage of the ministry’s extensive data to allow better decision making and to build products for the public with new streams of revenue • Allowing Ontarians to obtain government services online and retiring expensive microfilm 	<p>Wynnann Rose Chief Information Officer LTC 905-704-2167 Wynnann.Rose@ontario.ca</p>

	<ul style="list-style-type: none"> Reducing duplication by using an existing OPS financial system to manage over \$1.9B in non-tax revenue <p>Phase 3 (2021-2025):</p> <ul style="list-style-type: none"> 24/7 online access to all driver and vehicle services through a modern, LEAN business processes and IT system (e.g. licencing for instructors, online knowledge tests, vehicle registrations and transfers, enhanced audit and fraud preventions) Fully utilize One Client, One Record Introduction of Mobile Driver's License <p>Decommissioning / retirement of old, costly and at-risk legacy system</p>	
	<p>Employer Case Management</p> <p>Changes to Ontario Employment Standards Act as a result of the Changing Workplaces Review identified the need for IT systems that will be necessary to transform the delivery of the employment standards program and more effectively support employers and employees.</p> <p>The Ministry is proposing to modernize and transform the way it delivers its signature services to the citizens of Ontario. The proposed solution will introduce digital services through a cloud-based and mobile solution. The vision of the solution is to:</p> <ul style="list-style-type: none"> Establish a 360 degree view of all interactions and data associated with an employer. Allow claimants and employers to interact and provide information electronically rather than having to complete and remit paper-based documents. Allow employers, claimants and staff to use any device (smartphone, tablet and laptop) to connect to the new system and facilitate the exchange of information with the ministry. <p>Improve the quality of data and ability to respond to ad-hoc data requests.</p>	<p>Wynnann Rose Chief Information Officer LTC 905-704-2167 Wynnann.Rose@ontario.ca</p>
<p><u>Justice Technology Services (JTS)</u></p>	<p>Digital Evidence Management Service</p> <p>There is a specific urgency in the Justice Sector to implement a Digital Evidence Management (DEM) service to facilitate electronic access, storing, viewing, streaming, editing and sharing of large video and audio evidentiary files</p> <p>In <i>R. v. Jordan, 2016 SCC 27</i>, the Supreme Court of Canada ruling established a new framework re-defining the right to be tried within a "reasonable time". The current practices of CD/DVD/USB file formats are impractical and inefficient in terms of time and resources resulting in critical time being lost during the exchange of information. Additionally, the use of video and media evidence is</p>	<p>Robin Thompson Chief Information Officer JTS (416) 326-6950 Robin.M.Thompson@ontario.ca</p>

	<p>growing exponentially requiring both storage and the ability to audit the chain of custody of files.</p> <p>The project focuses on delivering a SAAS service for the management of Digital Evidence and Information in a secure means that allows for the tracking of chain of custody of the files. It will enable access to evidence and information anytime and anywhere; critical given the mobile nature of policing and the many disparate regional Crown and court offices across Ontario.</p> <p>This is a Justice Sector initiative with key stakeholders being OPP, MCSCS Corrections, MAG Crowns and Courts.</p>	
<p><u>Enterprise Digital Service Integration Division (EDSID)</u></p>	<p>Identity Management – Digital Identity</p> <p>Project Partnership</p> <ul style="list-style-type: none"> The DI Project Branch has been engaged with several Ontario Ministry partners for potential collaboration opportunities where Digital Identity can transform service delivery (includes social services/benefits and health). Confirming a POC / Pilot opportunity with one of these partners to demonstrate the benefits of a DI solution/approach is a key priority for the team. <p>Pan-Canadian Trust Framework</p> <ul style="list-style-type: none"> the Pan-Canadian Trust Framework (PCTF) which will inform Ontario's policy and legislative framework for Digital Identity. 	<p>Robert Devries Assistant Deputy Minister EDSID Ministry of Government and Consumer Services (416) 668-5727 Robert.Devries@ontario.ca</p>
<p><u>Central Agencies I&IT Cluster (CAC)</u></p>	<p>Sales Integrity Program (SIP)</p> <p>The underground economy (UE) refers to economic activity that intentionally evades taxes that would normally accrue to government or public agencies. Total value of the UE in Ontario was estimated to be \$16.7 billion, the highest in all of Canada as it is the province with the largest economy.</p> <p>Sales suppression is an UE activity that refers to the deliberate and illegal practice of under-reporting sales, primarily to avoid payment of taxes. The most effective sales suppression tactic is electronic sales suppression (ESS). Although the exact amount of ESS in Ontario is unknown, it is estimated that the province could be losing as much as \$530 million per year due to these activities.</p>	<p>Liz MacKenzie Chief Information Officer CAC (416) 327-1476 Liz.MacKenzie@ontario.ca</p>

	<p>Committed to tackling this problem, the Revenue Integrity Act was introduced and received Royal Assent in May of 2018, setting the framework to combat electronic sales suppression. The Act requires:</p> <ul style="list-style-type: none"> • Prescribed businesses to record sales transactions using an electronic cash register that meets Ministry requirements; and • Report sales transactions to the Minister of Finance in a prescribed method and timeline. <p>The Government continues to work on program design elements, technology approaches and legislative requirements for this important initiative.</p>	
<p><u>Community Services I&IT Cluster (CSC)</u></p>	<p>Increasing access to education through broadband connectivity</p> <p>The goal of the multi-year Broadband Modernization Program (BMP) is to provide a fast, reliable and secure level of broadband connectivity to all Ontario students and educators – including those in rural, remote and northern areas.</p> <p>The target speed for the 2018-19 school year is 1 megabit per second per student (1 Mbps/student), understanding the need for scalability to address the anticipated increased growth in internet usage in the future. That means school board (board) networks will be able to adapt to future increased bandwidth needs of technological advancements in the learning environment.</p> <p>This is the target speed noted in the Ontario Association of School Business Official's (OASBO's) Manifesto for 21st Century Learning report in 2013 and the 2017-18 target set by the State Education Technology Directors Association (SETDA) in the U.S., as adequate for an elementary/secondary (K-12) learning environment. Further analysis confirmed this is an adequate target based on the download wait times of average course work. Based on the information collected by the boards in spring of 2016, the data indicated that the majority of boards were operating below this threshold</p> <p>This program is being implemented in full collaboration between the ministry and school boards. The initial focus was to start small by upgrading a limited number of schools with representation from English, French, public and Catholic boards across all regions of the province to create learnings for application to future work. These learnings informed the strategy and approach for the full roll-out which started in August 2017.</p>	<p>Soussan Tabari, Chief Information Officer, Community Services I&IT Cluster (416) 326-8216 Soussan.Tabari@Ontario.ca</p>

	<p>As of January 2, 2019, 13 school boards and more than 1,000 schools have completed their modernization work impacting more than 425,000 students, and including 368 rural schools and 124 northern schools. 38 additional boards are in implementation, which means that they have completed the design phase, and subsequent procurement and deployment activities are underway to implement the updated broadband network design. Within the 38 school boards, more than 170,000 students, 230 rural schools and 271 Northern schools are included.</p> <p>Upcoming planned activities will be informed by the current implementation and will focus on the completion of the remaining board as well as the implementation of improved cyber protection (cyber security, cyber safety and privacy) and how to address sustainment beyond the program.</p>	
	<p>Student Transitions (<i>Ontario Education Number</i>)</p> <p>Students from elementary school through to post-secondary education have a unique student identification number, the Ontario Education Number (OEN), to allow a better understanding and tracking of a student's progress through the education system.</p> <p>CSC has developed a secure and safe solution that not only links data using the OEN but also other unique identifiers. With the ability to link datasets with OEN and other identifiers, the ministries now have a wider spectrum of dataset to explore, including child care and employment data as well as expanding the synchronization into Ontario Student Assistance Program (OSAP) data through alignment with existing college and university enrollment data. This will enable following a child's progress from the early stages of their life and throughout their education path, as well as their transition into Ontario's workforce.</p>	<p>Soussan Tabari, Chief Information Officer, Community Services I&IT Cluster (416) 326-8216 Soussan.Tabari@Ontario.ca</p>
	<p>Ticketing, Reservation and Resource Management System (TRRMS) The Ticketing, Reservation and Resource Management System (TRRMS) system is intended to provide a new ticketing, reservation, and resource management system to further I&IT enable Ontario's attractions.</p> <p>In partnership with ministry partners, an open competitive procurement is underway for a solution to modernize admissions and operations for key Ontario attractions. This project has been expanding in scope, with 8 tourism and culture agencies involved in the procurement. The solution will provide a common core</p>	<p>Soussan Tabari, Chief Information Officer, Community Services I&IT Cluster (416) 326-8216 Soussan.Tabari@Ontario.ca</p>

	<p>system that can be leveraged by multiple agencies, maximizing operating efficiencies and aiding in the better achievement of economies of scale.</p>	
	<p>Serious Occurrences Reporting /Residential Licensing (SOR-RL) Modernization In 2015, a Residential Services Review Panel was established in Ontario to conduct a review of the child and youth residential services across all sectors (i.e., youth justice, child welfare, mental health and complex and special needs). The review analyzed the needs of children and youth in residential settings with a focus on approaches to effective treatments, programs, services as well as placement, care and treatment methods in residential settings. In 2016, the Panel delivered their final report and recommendations, “Because Young People Matter: Report of the Residential Services Review Panel”.</p> <p>The highlighted Report determined that a modernized IT solution would automate, simplify and consolidate end-to-end residential licencing processes to support many of the recommendations outlined in the Panel’s report, namely:</p> <ul style="list-style-type: none"> • The creation of a centralized, publicly accessible, web-based directory of all licensed service providers to support placement decision-making • Developing capacity across residential services for data collection and reporting on the number of young people in out-of-home care within specific cultural, racial, faith, or gender groups • Integrating data across existing databases • Enabling the use of Business Intelligence (BI) to conduct extensive trend and comparative analyses to aid in developing benchmarks and performance targets • Contributing to a proactive strategy to ensure the rights, well-being and participation of young people is promoted – especially for young people with complex and special needs. <p>Due to the strong alignment of the proposed solution with the existing Child Care Licensing System, ministry partners have engaged CSC for the development of the required IT solution to address the Panel’s recommendations. Since project approval, requirement for Release 1.0 has been signed off and development is completed. Release 1.0 is targeting to go live by the end of April 2019 as planned. Requirement development is in progress for Release 2.0 to be launched by the end of summer 2019.</p>	<p>Soussan Tabari, Chief Information Officer, Community Services I&IT Cluster (416) 326-8216 Soussan.Tabari@Ontario.ca</p>

<u>Infrastructure Technology Services (ITS)</u>	<p>Modernizing Collaboration and Productivity Tools – Office 365</p> <p>Office 365 is a cloud service securely provided at Microsoft’s data centres in Toronto and Quebec City. It is replacing a number of individual Microsoft products currently provided or hosted internally by the OPS including enterprise e-mail, Microsoft Office desktop tools (Word, Excel, PowerPoint), workgroup and home file shares (centralized network electronic storage for documents) and Lync instant messaging. The enhanced features of Office 365 will bring these tools up-to-date and provide employees with new ways to engage each other, collaborate, and share information.</p> <p>This new service delivery model will take time to implement, and it is anticipated that it will ultimately position the OPS to utilize and access the latest technological updates and enhancements as soon as they are released by Microsoft. In order to ensure a smooth transition to Office 365 and to provide an enhanced end-user/employee experience with Microsoft Office products, a change management program consisting of experts in technological, project and organizational change management will be created and executed. Planning for migration to Office 365 is underway. A pilot with business users is planned for Fall 2017 with OPS wide migration to commence in late 2018. Implementation is planned to be completed by March 2020.</p>	<p>Rick Provenzano, Enterprise Chief Information Officer, Infrastructure Technology Services (905) 441-4438 Rick.Provenzano@ontario.ca</p>
<p>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.</p>		
<u>Information, Privacy and Archives Division (IPA)</u>	<p>Shifting Information Practitioner Capabilities to Digital</p> <p>Through transformation, Ontario seeks to ensure that the right skills, behaviours and capabilities are identified, integrated into its information practitioner workforce to shift our capabilities to digital. To this end, it is undertaking a multi-year program of work to ‘re-professionalize’ the disciplines required to support effective recordkeeping, access and privacy.</p>	<p>John Roberts, Chief Privacy Officer and Archivist of Ontario IPA john.roberts@ontario.ca</p>
<p><u>Health Services I&IT Cluster (HSC)</u></p> <p>There is a growing need to investigate opportunities for new pan-Canadian solutions and cost savings to existing solutions across</p>	<p>Immunization Information Technology</p> <p>Innovations such as a reference implementation of Panorama with standardized national configuration or a common infrastructure hosted by one jurisdiction could be explored to reduce overhead costs and streamline administration of integrated technology.</p>	<p>Karen McKibbin Assistant Deputy Minister/Executive Lead, HSC 647-618-0597 Karen.McKibbin@ontario.ca</p>
	<p>ePrescribing Solutions</p> <p>Ontario is monitoring ePrescribing solutions, including Canada Health Infoway’s electronic prescribing service (PrescribeIT). The ministry wishes to be solution-agnostic regarding ePrescribing and not tied to the products of a specific vendor.</p>	<p>Karen McKibbin Assistant Deputy Minister/Executive Lead, HSC 647-618-0597 Karen.McKibbin@ontario.ca</p>

all jurisdictions. For example:	ePrescribing is not currently a provincial priority in the digital medication management space.	
	Standards There is a need to move to more consistent and widely adopted messaging and terminology standards. Opportunities that would benefit from multi-jurisdictional investigation, leadership and support include: <ul style="list-style-type: none"> • Common HL7-FHIR messaging standards • Adoption and maintenance of standardized immunization terminology such as the Canadian Vaccine Catalogue (CVC)—a comprehensive, standards-based source-of-truth Adoption and maintenance of standardized drug terminology within each jurisdiction's Drug Information System (DIS) and interfacing systems, for clinical as well as adjudication purposes (e.g. the Canadian Clinical Drug Data Set (CCDD))	Karen McKibbin Assistant Deputy Minister/Executive Lead, HSC 647-618-0597 Karen.McKibbin@ontario.ca
<u>Community Services I&IT Cluster (CSC)</u>	Digital leadership and entrepreneurship for modern governments It would be valuable to know the experiences across jurisdictions of building digital and modern governments by demonstrating digital leadership as well as intrapreneurship at all levels of the organization. This would include: <ul style="list-style-type: none"> • How different jurisdictions are re-skilling the public sector to encourage innovation and build digital leadership capacity. • Successful case studies for: <ul style="list-style-type: none"> ○ Effective joint business and I&IT strategic planning to inform new policy options; ○ User-centric business model co-design between IT and policy/program partners. Learning of experiences across jurisdictions around pilots / proofs-of-concepts pertaining to emerging technologies to advance digital government such as: artificial intelligence, Block-Chain, drones and Open Government.	Soussan Tabari, Chief Information Officer, Community Services I&IT Cluster (416) 326-8216 Soussan.Tabari@Ontario.ca
4. <u>Topics of Interest:</u> Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.		
<u>Health Services I&IT Cluster (HSC)</u>	Public Safety Broadband Network Next Generation 911 Digital opportunities	Karen McKibbin Assistant Deputy Minister/Executive Lead, HSC 647-618-0597

	Continued innovations in digital identity and health to provide better access to information and data to help people make the right choices about their health and effectively navigate the health care system; and to track the patient journey across care through integration of patient information and collaboration among caregivers.	Karen.McKibbin@ontario.ca
<u>Enterprise Digital Service Integration Division (EDSID)</u>	Digital Platform “Government as a Platform” It would be of interest to find out where different jurisdictions are in terms of their progress towards development of a Digital Platform eco-system. <ul style="list-style-type: none"> • Would be interested to learn about the steps and barriers an organization had to go through to host/ build a technology solution containing “high sensitivity, PI/ PHI data” in the Cloud. 	Robert Devries Assistant Deputy Minister EDSID Ministry of Government and Consumer Services (416) 668-5727 Robert.Devries@ontario.ca