

PSCIOC Information-Sharing Template – October 2017

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1. <u>Accomplishments:</u> Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.	<ul style="list-style-type: none"> • Developed a Government of Alberta (GoA) Cloud Services Policy and Cloud Broker Management model. Made significant progress in developing an approach to adopt cloud computing services and clarifying GoA's decision making on data residency, contracting, and authority to enter into cloud service agreements. • Significant learnings and progress as GoA transforms its ERP system from in-house to cloud. • MyAlberta eServices Program (eservices.alberta.ca) – Provides an easy and secure way to pay for various government services online. MyAlberta eServices has processed over 700,000 transactions and collected more than \$114,000,000 since its launch on July 8, 2015. <ul style="list-style-type: none"> • MyAlberta eServices has improved its integration with a third-party electronic payment processing company; so, users can now complete transactions seamlessly without leaving the website. • Thirty services are available through MyAlberta eServices, including FOIP requests, fine payments, commercial vehicle inspection decals, Alberta Parks passes, as well as special event registrations. • MyAlberta Notify (eservices.alberta.ca/notify) – Makes it easy for Albertans to sign up for free email renewal reminders to alert them before their vehicle registration, driver's licence, or Alberta identification card expires. 145,000 users have registered for the service since its launch in April 2016. <ul style="list-style-type: none"> • Moving to electronic notices saves taxpayers more than \$3 million per year, while providing more modern and convenient reminder options for drivers. • MyAlberta Digital ID Program (id.alberta.ca) – Albertans can create a secure username and password to easily access a variety of government services online. Having a single platform for online identity management enables government to provide citizens with a familiar and consistent experience no matter what online service they need. <ul style="list-style-type: none"> • MyAlberta Verify is a new addition to Alberta's digital identity management program that will be made available to the public later this year. The service will enable government to digitally verify the identity of citizens, so Albertans can use their verified MyAlberta Digital ID to access personal services online. • MyAlberta Verify follows the identity assurance requirements defined by

	<p>the Pan-Canadian Trust Framework. The verification service provides a higher level of identity assurance by leveraging the mature in-person verification processes used to create and issue Alberta driver's licences and identification cards.</p> <ul style="list-style-type: none"> • MyAlberta Verify will enable the digital transformation of government services once considered too sensitive to deliver online (i.e. health records). • Service Alberta is collaborating with the federal government on two pilot opportunities that will allow Albertans with a verified digital identity to renew passports and access federal government student loan services online. <ul style="list-style-type: none"> • Cyber Security Awareness and Training Enhancements –The GoA rolled out a new cloud-based cyber security awareness program that is now available to GoA staff and Alberta public agencies at no additional costs. • Shifting the GoA Security Posture from Reactive to Proactive – Completed development of the corporate IT Security Risk Management Framework (including corporate risk register), which is being rolled out across the GoA this fiscal. • Hardening of the GoA Cyber Security posture – Implemented FireEye integrated with existing intrusion detection and protection tools to better monitor the cyber threat. • New Information Security Classification Standard and Data Security in the Cloud Standard – Adopted the federal information security classification standard and designed a security in the cloud standard leveraging the new classification scheme. • Completed migration of all ministry utility services to a single, shared IT environment (desktop, file, print, endpoint network, e-mail and authentication services). • Completed high level business case for consolidation of data centres and infrastructure services to a single, shared IT environment, and received approval to proceed with transition project. • Launched Android mobile device management platform and fully redundant SharePoint 2016 on-premises production environments. • GoA Application Catalogue – Completed a 6 month (January to June 2017) cross-ministry initiative to capture an inventory of all line of business applications. We now know what we have and are working through how best to make use of the existing applications and apply enterprise architecture principles: reuse before buy before build. Insights around things such as trends in technologies, age of applications, technology currency, and application retirement peaks can now be used for planning and decision making. • Dynamics Service – Introduced a rapid application development platform 	
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	<p>delivered as a shared service between the corporate service provider (Service Alberta) and ministry with Dynamics expertise (Advanced Education).</p> <ul style="list-style-type: none">• Microsoft Enterprise Agreement – Commenced review of Microsoft service being delivered, value of O365, and current MS agreement for fit with future direction.• Review of costing model for IT Services – Established principles, implemented a repeatable costing model, and accounted for all costs (including overheads) for all IT services.• New Financial Model – Through centralization of infrastructure services, a new financial model has been developed. The previous consumption model is being retired and ministry budgets are being transferred to Service Alberta to manage. Key principles of the new model are stewardship of funds and management of growth and long-term sustainability of the IT infrastructure environment through re-investment of savings from economies of scale and/or efficiencies.• Unified Communications Implementation - Initiated planning of the initiative in February 2017. Have developed program plan, phasing of service deployments, testing of Phase 1 services, organizing pilots and development of training materials for launch of Phase 1 in the October/November timeframe.• Workplace Communication Services (WCS) – is a project underway to replace all 37,000 phones within the GoA to VoIP (Voice over Internet Protocol). When complete, in approximately two years, the GoA will have upgraded our entire network infrastructure and phones to enable VoIP capabilities. A pilot has been completed and we are now in the process of upgrading 637 buildings (building by building) across the province.• As part of our ongoing continuous service improvement we have implemented the following:<ul style="list-style-type: none">• Webchat – is another method of contacting the GoA service desk. It is just like Instant Messaging and enables you to contact a service desk agent in real time. This is a benefit to both the GoA and our service provider as it enables one agent to interact with three clients at the same time.• Knowledge Management (KM) – the GoA uses Right Answers to provide employees and service desk agents access to knowledge base articles to enable them to solve common problems. An example would be how to setup “Windows Hello”, which enables your Surface Pro to recognize you and log you into your account.• Digital Worker – the GoA is using digital workers to automate certain manual tasks. Digital worker, otherwise known as Robotics Process Automation, is code that can make decisions based on criteria and perform tasks 24/7/365. Examples of digital worker in GoA is sending communications from the IT Service Management tool about updating	
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	<p>tickets. An education example is professors are using digital workers to answer about 80 per cent of questions that come into their inbox from students.</p> <ul style="list-style-type: none"> • Enterprise Human Resources Organizational Charts (HROC) – Provides an easy to use and visual representation of the GoA organization structure with key position, classification, demographics and keystone HR data. Geared towards Human Resources, Executives, Manager and staffing decision makers, HROC will also be available to GoA staff to view their own HR information. 	
<p>2. Priorities: Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.</p>	<ul style="list-style-type: none"> • Enterprise Architecture Renewal – Developed reference standards for enterprise architecture framework and new enterprise architecture. Developed a business capability model and enterprise architecture central repository. Used an application catalog to map business capabilities to IT systems supporting application rationalization and identification of reuse opportunities. • Common Business Number – Funding committed to adopt the federal Business Number and project stakeholders are engaged. Service Alberta is currently developing the first phase (Search and Retrieval) of the application for the Alberta Common Business Number gateway. <ul style="list-style-type: none"> ○ This will enable multiple partners to connect to the Canada Revenue Agency's (CRA) Common Business Number service, including GoA ministries and Alberta municipalities. The proposed timeline for the first phase of development (Search and Retrieval) is June 2018. ○ The proposed timeline for the second phase of development (Create and Update) is September 2018. ○ A draft MOU is being reviewed with CRA and regulatory development is ongoing. • Open Data / Analytics (open.alberta.ca) – Alberta's Open Government Portal was launched in August 2015 to improve access to government information, data, and publications. The portal contains more than 11,000 datasets and digital publications covering a range of topics including health, energy, and natural resources. The program is currently working with the Government of Canada to federate both open government portals. <ul style="list-style-type: none"> ○ Alberta is also implementing a big data/data analytics strategy designed to discover, share, and leverage government data across the enterprise with the purpose to provide insight for policy development and improve service delivery. Key to the strategy is an enterprise data visualization implementation that allows business users the opportunity to create dynamic visualizations such as executive dashboards. There have also been pilot studies using advanced analytics to gain insight at the program level. • MyAlberta eServices Program – Service Alberta is working with stakeholders to maximize the number of services offered through the website. A three-year 	

	<p>roadmap has been developed to help coordinate projects, onboarding activities and continuous improvement initiatives. Currently, the program is working to automate reconciliation processes to make financial operations more efficient. New features and functions are being developed to increase the types of services available online.</p> <ul style="list-style-type: none"> • MyAlberta Digital ID Program – Service Alberta is working to onboard more services to the program. Alberta continues to work with federal, provincial, and territorial jurisdictions to ensure that the program enables secure identity information sharing across Canada. <ul style="list-style-type: none"> ○ Alberta is working with the Government of Canada to provide the Treasury Board Secretariat with a test integration environment, which will help identify system requirements for the cyber-authentication procurement initiative. ○ MyAlberta Business ID – Alberta is developing an unverified identity for businesses. The service will enable business administrators and delegates to interact with government online on behalf of a company. ○ Alberta is actively working with Pan-Canadian working groups to establish digital identities for businesses, so they can realize many of the same benefits citizens experience today (i.e. convenient online services). • MyAlberta Disaster Relief Payments – Alberta is leveraging MyAlberta Verify to make the lives of citizens easier by providing a fast and convenient way to receive emergency funds during a disaster. The solution will improve service accessibility and reduce the number of citizens visiting Alberta Works emergency distribution centres to register for and receive emergency funds. • Corporate rollout of new IT Security Risk Management Framework – Standards, processes and templates are being rolled out across the GoA. • Confirmation of GoA Applications Criticality – Confirm that all GoA applications identified as Critical or Vital are indeed critical, and confirm that disaster recovery plans exist and have been tested for all such systems. • Facilitation of a safe and secure migration to cloud solutions – Leverage the new Information Security Classification and Data Security in the Cloud standards to ensure protection of information assets while migrating to cloud solutions. • Implement the Enterprise IT Environment (EIE) plan to consolidate infrastructure and logical environments from 20 data centres to 3 by 2020 • Continue testing the Office 365 environment to find opportunities for improving functionality and reducing support effort and costs. • Implement a new organizational structure that supports cross-government infrastructure support staff consolidation and includes new focus on automation, configuration management, cloud transitions and infrastructure consulting services • GoA Application Catalogue – Strengthen the depth of information and 	
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	<p>planning for expanding application information, such as: measures for application health, application cost and retiring department application repositories.</p> <ul style="list-style-type: none"> • Application Portfolio Management – Re-engineer how we approach investing in applications: start from the opportunity and build iteratively. What is the need? Who else has a similar need? What is the value? How can we use what we have to meet the need? Implement a portfolio management approach to applications. • Dynamics Platform Service – Implement GoA wide platform governance and develop a consistent onboarding process to avoid duplication of information and applications. • New Financial Model – Implement a new financial model for infrastructure services, including transition of budget and accountability from ministries to Service Alberta and development of new reporting and measurements to inform decision making. Identification of primary areas for efficiency and future savings. • Data Analytics – Development of a data analytics strategy that includes a path forward for existing data analytics solutions such as Microsoft Power BI and SAS that incorporates cloud and on premise solutions. • Microsoft Enterprise Agreement – Complete review of Microsoft service, value, and the current agreement and determine path forward for O365 and the Enterprise Agreement (current agreement expires March 2020). • Unified Communications Implementation - Implement Unified Communications (UC) services in a phased approach to end users across the GoA Ministries enhancing end user collaboration, productivity and mobility. • Workplace Communication Services (WCS) –continue upgrading 637 buildings (building by building) across the province to replace all traditional desk phones with VOIP over the next two years. . • Common Business Number – Multi-year funding committed to adopt the federal Business Number. Letter of Concurrence signed with Canada Revenue Agency (CRA) in March 2017. CRA's draft Memorandum of Understanding (MOU) has been received and is in review. BN9 Search and Retrieval interface development, which connects Alberta and its provincial partners to CRA's CBN gateway service, was completed in June 2017. Proposed implementation for Search and Retrieval and Create and Update is scheduled for 2018. Activities are in progress to draft and enable relevant Regulations of the Common Business Number Act by February 2018. • Motor Vehicles System (MOVES) – As part of the move towards reducing the GoA's dependency on the mainframe platform, a technical initiative to re-platform the MOVES application in to distributed architecture model utilizing GoA infrastructure environment is underway. This initiative includes the 	
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	conversion of custom code from COBOL and NATURAL to C# using automation where feasible, conversing mainframe DB technology to a rational database technology and replacing aged custom-off-the-shelf (COTS) based sub-components. Completion is scheduled for September 2018.	
<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>	<ul style="list-style-type: none"> • Identity Management – Alberta wants to become a trusted identity provider for Government of Canada services. This will enable Albertans with a verified digital identity to access federal programs and services online using the same login information used to access online services provided by the GoA. <ul style="list-style-type: none"> ○ Have any jurisdictions developed a digital strategy or digital adoption toolkit/readiness assessment? • Migration to cloud based solution – Resulting in increased cyber security requirements and expertise. • Continuously evolving cyber threat – Every year the number and sophistication of attacks continue to increase and the organization must respond by increasing their investment in cyber security (resources, expertise and arsenal). • Cyber Security Resourcing – Increased cyber security requirements resulting in increased need for qualified cyber security resources, which are difficult to obtain. • Experiences on Office 365 testing, security/privacy issues, service quality and tools available for enterprise/government organizations in Microsoft's cloud environment • Data centre consolidation tools/application migration approaches – sharing ideas and experiences • Application portfolio management • Management of Enterprise IT licensing agreements • Centralization of hardware maintenance agreements • Microsoft Enterprise Agreement – The PSCIOC O365 Sub Committee is in place to address gaps in engagements with Microsoft business team around: <ul style="list-style-type: none"> ○ Technical Expertise ○ Business Process ○ Service Delivery ○ Contract licensing • Learnings from Unified Communication deployments. • Experience with end user profiles for use in the development and enhancement of services • Contact Centre community of interest <ul style="list-style-type: none"> ○ Best practices ○ Operational models • Technology strategy and management 	

	<ul style="list-style-type: none"> • Application modernization programs and strategies • Re-platforming efforts • Application portfolio strategies 	
<p>4. <u>Planning for PSCIOC Meetings /Teleconferences:</u> Please identify topics of particular interest to your jurisdictions for future PSCIOC meetings /teleconferences. <i>(Please provide a brief description for each item.)</i></p>	<p>Additional information from other jurisdictions in the following areas would be beneficial:</p> <ul style="list-style-type: none"> • Blockchain strategy and development; • Online/Digital Services strategy and development; • Digital Identity management strategy and development; • eCommerce strategy and development; • Open Data (data analytics and federated model) strategy and development; • Digital drivers licences. • Leveraging Cloud Procurement Approaches – The acquisition of cloud-based services has proven to be a common problem for all Canadian jurisdictions. How can we leverage each other's work and experiences to eliminate duplication of efforts and provide cheaper, more effective and more secure solutions? • Cyber Security Awareness and Training – How does Canada become a world leader in developing cyber security resources and how will these resources be leveraged to make the Canadian cyber space safe and secure. • Office 365 transition challenges/solutions – a group has already been established to discuss these experiences • Deployment and use of Configuration Management Database (CMDB) within other organizations • VOIP deployment learnings • Digital Worker is anyone else using this technology? 	