



Draft – v.2

PUBLIC SECTOR CHIEF INFORMATION OFFICER COUNCIL (PSCIOC) MEETING
February 23rd, 2017
OTTAWA/GATINEAU

Minutes of Meeting

Attendance

CO-CHAIRS:

John Messina (PSCIOC)
Bette-Jo Hughes (PSCIOC)

Treasury Board of Canada Secretariat
British Columbia

MEMBERS:

Benoît Boivin
Mark Brisson
Kathryn Bulko
Robert Devries
Chris Fisher
David Heffernan
Sean McLeish
Rick Ouellette
Harry Turnbull
Tracy Wood
Munna Zaman

Québec
Alberta
MISA Canada (City of Toronto)
Ontario (representing David Nicholl)
MISA West (City of Regina)
Northwest Territories
Yukon
New Brunswick (representing Cheryl Hansen)
MISA East (City of Windsor)
Prince Edward Island
Manitoba

OBSERVERS:

Ian Bailey
Marc Brouillard
Marc Contois
Sophia Howse
Melanie Robert
Rita Whittle

British Columbia
Treasury Board of Canada Secretariat
Shared Services Canada
British Columbia, Framework Working Group Co-Chair
Treasury Board of Canada Secretariat
Treasury Board of Canada Secretariat

ICCS SECRETARIAT:

Dan Batista
Linda Robins



Item	Topic / Discussion	Decision / Action
1.	<p><u>ADMINISTRATIVE MATTERS:</u></p> <p>A) Approval of Record of Decision from September 15th, 2016 in-person meeting, Victoria, BC (Refer to TAB 1A)</p> <p>The Record of Decision from the September 15th, 2016 meeting was approved.</p> <p>B) Review of Action Items from previous meetings/teleconferences. (Refer to TAB 1B)</p> <p>Bette-Jo Hughes advised that all action items are underway or would be completed by the next meeting.</p> <p>C) Acceptance of February 23rd, 2017 Agenda (Refer to TAB 1C)</p> <p>The PSCIOC meeting agenda of February 23rd, 2017 meeting was approved.</p> <p>D) PSCIOC Financial Status Report (Refer to TAB 1D)</p> <p>Bette-Jo Hughes reviewed the financial statement with the members noting a surplus of \$364,739.86. She noted that there is a request from the Research Committee for \$70K plus \$6,600 for media monitoring split 50/50 with PSSDC which was approved at the Joint Councils meeting. The Research Committee was requested to add social media to the media monitoring proposal. The Councils were advised that there would be an additional cost of \$6K a year to include social media. Both PSCIOC and PSSDC were in agreement to include social media. It was also agreed that this would be for a one year period.</p> <p>Members were also reminded that the Death Notification Working Group will be submitting a funding request in the spring for an amount of up to \$75K split 50/50 with PSSDC.</p>	<p><u>Decision # 1:</u></p> <p>Record of Decision of September 15th, 2016 PSCIOC meeting approved.</p> <p><u>Decision # 2:</u></p> <p>Agenda of February 23rd, 2017 meeting approved.</p>
2.	<p><u>DIACC – “Blockchain” Technology - (Refer to TAB 2)</u></p> <p>Joni Brennan and Ian Bailey gave a presentation on the current work related to the “Blockchain” technology.</p> <p><u>Discussion:</u></p>	



- Robert Devries noted the importance as we are moving forward into this technology to address things like the conclusions. The temptation is that we can look at it and we can build a central transaction log and we can write to the central transaction log, build a web viewer and we can replicate this same architecture in a number of different ways but we need to see why it is better; we need to see that type of analysis. On the surface, this is another database recording transactions but the power is if you can get to the level where as your writing transactions you're not committing the data to the home system until the other nodes have agreed and then you would have better data synchronization than the traditional approach. Ian Bailey commented that this could work for CDI and National Registry Services; there are a lot of different applications that could be relatively straight forward way to come up with a solution. It is interesting to note with traditional point to point interconnections you would need 92 connections and with this you would need 14.
- John Messina commented that TBS invited Gartner recently to present on Blockchain. They think that in terms of commercial viability, they are saying 7/8 years. Did that come up in terms of the work you're doing with IBM? I wonder whether the discussion is regarding the business problem. Ian Bailey advised that he had spoken with Gartner but they do know there is some implementations already in production but it's early.
- Bette-Jo Hughes said it is different in trying to acquire Blockchain service versus a closed environment and in terms of the business problem. The New West Partnership Agreement was signed by British Columbia, Alberta, and Saskatchewan and now Manitoba has signed on. In each of the instances, they had a very expensive multi-year project. BC integrated with Alberta and everybody had to change their systems and then BC integrated with Alberta and Saskatchewan and everybody had to change their systems. Now it's Manitoba. You need a commitment nationally to inter-operable registries so this can operate easily across the country. We can't keep doing point-to-point solutions. That is the business problem behind what they are doing because they knew they couldn't continue replicating what they had.
- Munna Zaman suggested it would be helpful to have scenarios, use cases. He gave the example of the business number. Manitoba was able to exchange the business number; they used a message cuing technology and it does away with the need to have 92 connections. Munna asked if Blockchain is cheaper or faster. Ian Bailey commented it is early to say but his impression it is simpler because it is a purpose built application. One of the learnings is that you have to think about it as a messaging system that remembers everything it did and it maintains everything it did through the Blockchain. When you write a transaction into the Blockchain everyone else participating can see that transaction. It's similar to traditional messaging but it remembers everything it did and you can go back later and retrieve all that information because it's all in the chain.



	<ul style="list-style-type: none"> Bette-Jo Hughes asked if part of our priorities, is this something we want to continue working on. Ian Bailey commented that if we want to contribute and bring some of the business problems or if you have other use cases, we could explore them with DIACC. John Messina suggested getting involved and keeping it going as there is huge value in Blockchain. 	
3.	<p><u>“What we Heard” - PSCIOC Cloud Working Group (refer to TAB 3)</u></p> <p>Karyn Harrison and Marc Charron, TBS, provided an overview of the consultations that were held through the summer and fall 2016 regarding the Government of Canada IT Strategic Plan and Cloud Adoption strategy.</p> <p><u>Discussion:</u></p> <ul style="list-style-type: none"> Bette-Jo Hughes asked what services are in demand from the departments. Marc Charron responded that the demand was collaboration and the CRM. Bette-Jo Hughes asked if there is going to be a need or is there an immediate business need they are going to implement. Marc Charron responded that a business case must be presented for the piece of software or cloud before they provision. They had also integrated questions about cloud around their annual planning cycle to get more data points on demand. In the intake, they ask questions about the applications etc. that might be in conflict with Canada wide solutions. 	
4.	<p><u>Cyber Security</u></p> <p>Scott Jones, Deputy Chief, IT Security from the Communications Security Establishment (CSE) provided an in-camera overview of the issues related to cyber security in Canada and around the world.</p> <p>No notes recorded for in camera session.</p>	
5.	<p><u>Cloud</u></p> <p>A) Cloud Working Group progress report on the proposal for a pan-Canadian procurement of Cloud services</p>	



(Refer to TAB 4A)

Stephen Gordon provided a progress report on the proposal for a pan-Canadian procurement of Cloud services.

Discussion:

- Kathryn Bulko asked about the workshop on CAPEX and OPEX and if there was anything that they could share. Stephen responded that on April 6th, the Cloud Working Group will present an updated version of the OPEX and CAPEX presentation to PSCIOC members. He noted that a conversation on this topic would be helpful and to allocate sufficient time at the April 6th teleconference for this discussion.
- Tracy Wood commented that this work is beneficial to the jurisdictions.
- Ian Bailey shared his findings about Microsoft Cloud in British Columbia. Even all Canadian Microsoft employees were surprised how the technology works when they did a technology walk through with the representatives from the USA. They are working through a deeper dive.
- Mark Brisson asked about the Microsoft 365 implementation in BC. Alberta is having issues with getting consistent responses on issues they receive from business and technical resources from Microsoft. The overall MS contract requires a review to ensure the current terms and licensing parameters are still relevant in the proposed O365 direction and provide business value. This may be a future item or for a working group to have some discussion of a full review of the Microsoft contract.
- Bette-Jo Hughes commented that at this meeting there will be a further discussion about priorities over the next year. She said that this might be a task for conversation with the working groups. Bette-Jo Hughes suggested for a working group to consider taking this on or to look at another source if it is a heavier lift than what a working group could handle.

B) Progress report on Shared Services Canada procurement (Refer to TAB 5B)

Marc Contois of Shared Services Canada provided a progress report on the Shared Services Canada procurement.

Discussion:

Action Item # 1

Cloud Working Group Working Group to do a presentation on CAPEX and OPEX at the next PSCIOC teleconference of April 6th, 2017.



- Bette-Jo Hughes asked about the timeline for the intake for protected B. Marc Contois advised that they don't have a specific timeline but they are saying Quarter 1 of fiscal 2018-2019.
- Kathryn Bulko noted that she participated on the IT Procurement Working Group and thanked Marc Contois for taking comments regarding the broker fee and noted that having a couple of models for the broker fee would help. Marc Contois responded that they are trying to be cost neutral as they are trying to offset off the broker fee with volume discounts.
- Bette-Jo Hughes asked Stephen Gordon to provide an update on their experience on the Cloud BC procurement. Stephen Gordon advised that they went to market and defined two categories: low sensitivity that relates to the unclassified, the second was privacy compliance around PII that relates to the protected B medium. They did that for IaaS and PaaS. It took a while but now have 14 entities as buyers. There are a number of vendors that asked for more time. It was fairly successful in the number of submissions received. Intake closed in mid-November and they processed a number of those vendors. They now have an initiated a process that establishes the vendors into the marketplace. They have framework agreements and show how they are placed in the marketplace. They have a schedule comparable to a Master Service Agreement with broad terms. Within procurement, consumption contracts can be put into place between the cloud providers and the public sector entity. If at any time a decision is made not to continue using Cloud BC as a construct those contracts written on provincial paper survive.
- Bette-Jo Hughes added that the demand did not materialize as thought. They went out with infrastructure as a platform. The procurement took longer than we thought as they asked for a lot of clarification and request for extension. There were legal challenges in the development of the procurements and the development of the Cloud framework agreement. It took longer and was more expensive. They are doing it once so not every entity has to go out on their own. They continue to check with the entities to ensure they get value. The province acts as the administrator and they are the signatories on the contracts to provide the legal authority for what we are doing.
- Stephen Gordon commented that there is substantial investment in creating a framework to have entities across the public service aggregate and it will start to translate as they align with the process and there will be reduced work on some of those agreements.

C) Presentation on Quebec's Cloud Computing Strategy (Refer to TAB 4C)



Benoît Boivin gave a presentation on Quebec's Cloud Computing Strategy.

Discussion:

- John Messina asked Benoît Boivin to speak about the desktop application. Benoît Boivin noted that they had a survey. For some ministries, they would be updating in a year or two and they will be doing it at the same time. In regards to brokerage, Quebec will be publishing an RFI in the fall of 2017 when the broker says it will be available.
- Marc Contois asked about the reason for Microsoft and IBM establishing process centers in Quebec. Benoît Boivin commented that he thought it might be a result of lower hydro costs. Amazon will also be coming.
- Bette-Jo Hughes inquired about the makeup of the departments/organizations outside their budget. Quebec has 20 departments, 80 organizations within their ministerial organization and those 80 are subject to rules of government for contracts. She noted that the health insurance and revenue are big players in IT.
- Bette-Jo Hughes asked if Quebec's reference documents were available in English. Benoit commented that some are but not all. John Messina added that translation of documents can be done.
- Bette-Jo Hughes noted that they have not said Microsoft Exchange is the standard and whether this was a problem. Benoît responded that this is a big conversation in his department. If they try to standardize the offer it would be complicated and they want something practical. With the broker they will standardize eventually. A controlled choice towards more standardization.

6. **Item added to PSCIOC Agenda as a result of the Framework Working Group discussion at the Joint Councils' meeting**

Discussion of Key Priorities

Priority #1 – Identity Management

Action Item # 2:

Ian Bailey and Jackie Stankey will provide the first high level draft re Identity Management focused activities/priorities at the PSCIOC teleconference on April 6th.



At the Joint Councils meeting of February 22nd, 2017, Identity Management was identified as a top priority for the Joint Councils. Ian Bailey (BC) and Jackie Stankey (AB) volunteered to take the lead on this priority, working in collaboration with the Framework Working Group. It would be helpful for PSCIOC members to provide some insight on this topic before the work begins in regards to the activities over the next 12-18 months. We had the demo from DIACC on Blockchain technology but are there other things we would like to do around our Public/Private Partnership that we would like to focus on. Are there things with the IMSC that would benefit from some focused activity? We are trying to refine the scope, refine the activities and identify if additional resources are required.

Discussion:

- In terms of the IMCS, it was noted that the Councils need to take a look at where we are with all of the deliverables. We should come up with formal plan as suggested by Rita Whittle. It could benefit from a more focused approach of getting some of the artefacts past the finish line so we can do beta testing or alpha testing on them. Whether it's Quebec, Alberta or Ontario, we are all at different maturity levels for identity programs and we are going to be using some of the trust components in some of our work. Robert Devries noted that he supports the work Ian Bailey is doing and would work closely with him.
- Chris Fisher commented that the municipalities would benefit from a basic description of where we are in Canada and across the provinces. One of the to-dos was the redistribution of the white paper and maybe that will be enough. Do we have a cohesive story to share, which would be helpful.
- Mark Brisson concurred with getting the IMSC artefacts across the finish line. If that is about harmonizing guidelines and common sets of practices so we have a pan-Canadian set of standards that would be something to confirm. It would be good to come up with a work plan with a couple of pilots to test the pan Canadian standards and the different approaches that we have and how we harmonize them, i.e. Alberta Student Loans as a case study/pilot. In terms of DIACC, it's not so much about how we harmonize our practices but whether we want our confirmed identities consumed outside our doors and whether that is something that becomes commercialized. This is an area in Alberta that is highly sensitive in the work with the Privacy Commissioner and getting a digital identity established.
- Ian Bailey commented that at the IMSC/DIACC meeting on Tuesday morning there was a decision to develop a single set of high-level standards. As long as the standards are high level, individual jurisdictions can tailor standards and the private sector can tailor those standards to inform specific needs. We need one set and to figure out how to work with the private sector through DIACC and the IMSC to do that. There is work to be done to determine how to make that work.

Action Item # 3:

PSCIOC Co-Chairs to reach out to NCSIP Chair to discuss development of communication regarding cyber security to be shared with all jurisdictions (a level set presentation on the issue, how government is tackling it and the tools).

Action Item # 4:

Mark Brisson volunteered to look into Microsoft 365 in regards to what this would mean for all of their services provided in a shared way from a cost and technology perspective (to better understand the magnitude of the issue and pitfalls).

Decision # 3:

The PSCIOC confirmed its priorities:

1. Identity Management
2. Cyber Security
3. Cloud and Subset Microsoft 365
4. Digital Government (strategy)



- John Messina commented that in terms of DIACC, what is important is to agree on the trusted framework. This is just getting to one common set of processes that we all agree to.
- Bette-Jo Hughes commented that it was not clear if the framework will define roles. What is our role versus private sector role? What is our role in the identity eco-system? What value do we bring and what is the value proposition of having the public sector being there. We need clarity around what we each bring and what is our role and how do we drive value and benefit. How do we envision the future together and how can we ensure that when we are selling it that we are all clear on the messaging.
- Sophia Howse commented that one of the deliverables, as a result of the jurisdictional consultations, is to bring back through IMSC is a paper on roles and responsibilities. She noted that they have looked at all of the components of the trust framework and have had a dialogue with people across the country.
- Robert Devries noted that a more macro issue is the governance of an identity in the marketplace because the concern is whether we publish digital identities for public consumption. There would be private organizations using government based documents to create digital identities. These identities will be out there and they may not be verifiable or conform to the standards. It is important to look at the longer-term pictures of how does government want to be seen in the marketplace; as a regulator?
- Ian Bailey commented that there are the standards around the business model for a particular service. He asked if the Councils wanted to get prescriptive over a particular business model. We want to agree on the security and privacy, process technology standards that would be useful in any number of business models. In order to have an eco-system, we will need to have a business model and maybe it does need to be regulated.
- Sean McLeish commented that our business need is trust. Is Blockchain getting us to a place where we have transparency? We have the ability to create an in-between organization that is all about identity and trust. Ian Bailey agreed that Blockchain does have a lot of potential but that it is a business model that we will need to sort out. How we are going to work together and put real services in place.
- Sean McLeish suggested the value statement is: what is that entity doing with my information? Sean suggested including the IPC.
- Bette-Jo Hughes commented that we need to have something well thought out before going to the Privacy Commissioners. Ian Bailey commented that the Privacy Commissioners could offer advice on the standards.



- Sean McLeish noted that he was thinking about auditability, transaction logs and that's where the strength of the Blockchain comes in.
- Munna Zaman has had their public insurer undertake some work with DIACC but have been asked to step back and look at the approach.
- Ian Bailey noted that one topic that had been discussed is the development of some materials that would be far more understandable by all business levels. Is this something that this Table supports?
- Sophia Howse noted that feedback on identity management from the Framework Working Group consultations was that jurisdictions were suggesting to "go back to basics", "make it simple", a communication plan, how can we sell this at home in plain language.
- Sean McLeish asked if we would include discussion around the potential value to private industry.
- Ian Bailey commented there is huge value in removing friction in business, specifically in the digital realm but it goes beyond the digital realm.
- Bette-Jo Hughes commented that we have not clearly articulated a future vision of what this thing is (where we want to get to and why) and what will the eco-system looks like (who are the players, what will it do). We need a high level something that is consumable; something we can use as a primer.
- John Messina commented that the challenge has been the storyboard including what it is and how DIACC uses it, it's not concrete. Bette-Jo Hughes suggested use cases.
- Robert Devries commented that IM differs from province to province and it is confusing as slightly different ways have been used to create identity. If we break it down, we can create user journeys that will describe how it can be used, it will demystify a lot of it. Ian Bailey commented that what Robert Devries described is what people experience. Without a vision, the framework is abstract.
- Bette-Jo Hughes asked Ian Bailey to come back with a high level draft on this priority for review and discussion at the PSCIOC teleconference of April 6th.



Priority #2: Cyber Security

Bette-Jo Hughes asked if there is some work that we need to initiate at this Table on this topic or is it enough to get regular briefings? She noted that NCSIP continues to do good work but is there something we need them to do. The big ask from NCSIP was for support for our jurisdictions to participate. Are there other things we should be providing direction for this group?

- Tracy Wood suggested that an information piece to provide an understanding of the consequences of cyber security would be helpful. Bette-Jo Hughes noted that NCSIP has been doing some senior level reporting. Having people like Scott Jones or others like him from CSEC is highly effective. Participation in NCSIP does help get minimum-security hygiene, audit and compliance frameworks, etc. out.
- John Messina commented that Scott Jones had mentioned through NCSIP they were able to get real life stories of the NRC.
- Mark Brisson commented that communication regarding cyber security to the ABC's would be useful. They could benefit from having a level set presentation on the issue, how government is tackling it and the tools.
- Benoît Boivin commented they share the same concern. There is a need to educate senior level management. He suggested having something more definitive between jurisdictions and federal government. We have informal lines but we need to make this more formal.
- Bette-Jo Hughes suggested that we could take back to the NCSIP group the question of communication, how it is happening now and whether it is a formal process between the CESO's. There also needs to be a more senior level group to pay attention to this. We could ask NCSIP on a recommendation of what this would look like.
- John Messina noted that there was a suggestion on the table to develop our own talent and this should this be something under consideration.

Priority #3: Cloud and Subset Microsoft 365

Bette-Jo Hughes noted that the cloud is still a priority for PSCIOC. There is also an interest in a more coordinated effort across the jurisdictions in dealing with Microsoft.

- Mark Brisson commented that they are in the initial stages of Microsoft 365, finding out what this would mean



for all of their services provided in a shared way from a cost and technology perspective. A working group to understand the magnitude of the issue and pitfalls would be helpful.

- John Messina noted that there is no PSCIOC working group looking at desktop products. It would be a good idea to have a group looking into this and what everyone is doing in this area. This would be more specific than what the cloud working group is dealing with. Ian Bailey commented the working group could also look at Salesforce.
- Mark Brisson volunteered to look into Microsoft 365 in regards to what this would mean for all of their services provided in a shared way from a cost and technology perspective (to better understand the magnitude of the issue and pitfalls).

Priority #4: Digital Government Priority (Strategy)

- Guy Gordon (MB) and Sean McLeish (YT) agreed to lead the digital government priority as part of the discussion on the Framework Working Group at the Joint Councils meeting. Bette-Jo Hughes asked if Munna Zaman had any thoughts on this topic. Munna noted that he is interested in collecting input from PSCIOC members on what they want to see done around this priority.
- Bette-Jo Hughes commented that once Manitoba scopes out this priority they will bring it back to PSCIOC for further input and discussion.
- Sophia Howse commented that one of the things you might consider is as the conversation with digital strategy goes forward, that governance become part of any digital strategy. There may be some things that may come up through the development of the strategy for the CIO Council.

Members agreed that these are the four priorities for PSCIOC.

7.

Information Sharing Roundtable (Refer to TABS 5A to 5N)

A) Roundtable discussion on having information sharing as part of the regular PSCIOC teleconferences.

Bette-Jo Hughes advised about a proposal brought forward to have information sharing as part of the PSCIOC teleconferences. There are two options for consideration:

Decision # 4:

Members agreed to allocate time on PSCIOC teleconference agendas for specific topics for discussion, priority will be given to those



	<ol style="list-style-type: none"> 1. Time be allocated on the teleconference agendas for jurisdictions to outline their key priorities and activities; 2. Time to be allocated on the teleconference agendas for a specific topic with identified jurisdictions to speak on that topic. <p>Members agreed to Option 2, which is to allocate time on PSCIOC teleconference agendas for specific topics for discussion, priority will be given to those topics that have been identified as priority items for PSCIOC but if there is a topic of immediate interest, members can bring forward as a topic of discussion.</p> <p>B) <u>Jurisdictional Information-Sharing</u></p> <p>Jurisdictions provided a brief summary of the key priorities and activities in their jurisdictions. Please note that only action items arising from each update are captured in the Record of Decision. <i>Members can refer to the jurisdictional information sharing documents provided in the meeting binder.</i></p> <ul style="list-style-type: none"> • Northwest Territories – David Heffernan • Ontario – Robert Devries (on behalf of David Nicholl) • British Columbia – Ian Bailey and Sophia Howse. • New Brunswick – Rick Ouelette (on behalf of Cheryl Hansen) • Treasury Board Secretariat of Canada – John Messina and Melanie Robert • Alberta – Mark Brisson • MISA Canada – Chris Fisher and Kathryn Bulko • Manitoba – Munna Zaman • Quebec – Benoit Boivin • Prince Edward Island – Tracy Wood • Yukon – Sean McLeish 	<p>topics that have been identified as priority items for PSCIOC.</p>
8.	<p><u>Other Business:</u></p> <p>A. Other Business Arising from the meeting</p> <p>Bette-Jo Hughes and John Messina advised that they would be retiring. Bette-Jo Hughes had spoken with Sandra Cascadden about taking on the Provincial co-chair role and Sandra has agreed to take on the role. PSCIOC members agreed with the appointment of Sandra Cascadden as the Provincial/Territorial PSCIOC Co-Chair. Members thanked Bette-Jo Hughes and John Messina for all their work, support and collaboration on the Councils.</p> <p>B. PSCIOC Action Items from previous meetings (Refer to TAB 6A)</p>	<p><u>Decision Item # 5:</u></p> <p>Sandra Cascadden will assume the role of provincial/territorial PSCIOC Co-Chairs upon Bette-Jo Hughes' retirement in June 2017.</p>



<p>All action items will be completed between this call and the next call.</p> <p>C. Update Reports from PSCIOC sub-committees and working groups (Refer to TABS 6B and 6C)</p> <p>The update reports are available in the electronic binder for members' review.</p> <p>D. Next in-person meeting of the PSCIOC: October 6th, 2017, Charlottetown, PEI</p> <p>The Co-Chairs thanked all members/observers for their participation.</p>	
<p>The meeting adjourned at 4:15 pm EST.</p>	