

## **PSCIOC Information-Sharing Template – September 2020**

*Information Sharing is collected for the purpose of the PSCIOC Meeting of September 2020.*

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

| Administration : British Columbia  |   | Contact                |
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| <b>1. <u>Accomplishments:</u></b><br>Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months. |   |                        |
| <b>Network Communication and Collaboration Services</b>  | <ul style="list-style-type: none"> <li>Cloud – We have engaged Microsoft to further assist us with our Microsoft Tenancy Governance. The endeavor includes a number of workshops to establish a good working model for all the subscriptions, including preparation for an Office365 expansion and migration of workloads into our Azure environment.</li> <li>Built 6 new Emergency Management BC high available locations throughout the province. These environments have multiple resiliency points in and out of the buildings as well as the ability to operate fully autonomous, should all connections still get lost.</li> <li>Voice Modernization – As of July 2019 we have transitioned over 25,000 legacy analog voice lines to use Microsoft Unified Communication (combination of Skype and MS-Teams) technology to enhance communication with government workers and to citizens.</li> <li>SharePoint – We have launched and migrated to a highly available SharePoint 2016 environment from the legacy 2010. This will significantly reduce the downtime to Government operations.</li> </ul> | <b>Dwayne Robinson</b> |

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|                           | <ul style="list-style-type: none"> <li>• Migration from Exchange 2013 to 2016, then hybrid to Exchange Online is 90% complete. This will increase our resiliency, reduce downtime and further expand our Office 365 features.</li> <li>• WIFI connectivity – We are in the process of significantly increasing our Government WIFI access. This initiative includes the rollout and expansion to include full and complete coverage for every Core Government office as well as several Broader Public sector entities.</li> <li>• Remote Connectivity - As of Spring 2019 we now provide remote VPN access to all 35000 Government of BC employees as a standard offering.</li> <li>• We offer what we call an 'Office in a box', which is a specialized device allowing us to stand up any location and quickly attach to the government network getting access to all resources.</li> </ul> <p>** These capabilities in the bullets above play a significant role in our abilities to continue to operate in the event of a disaster scenario. **</p> |                      |
| <b>Service Management</b> | <ul style="list-style-type: none"> <li>• Continued implementation of ServiceNow as the OCIO Enterprise Services IT Service Management tool – enabling transformation of service delivery. Using Agile methods to deliver change beginning with high value services: Incident and Problem Management and user-centric services (portal, catalogue/request and fulfilment).</li> <li>• Consolidate all incident management onto the ServiceNow platform to improve visibility and customer experience.</li> <li>• Implement IT Change Management onto the ServiceNow platform. This replaces a legacy system (&gt;15 years) with more rigorous, modern functionality and sets the stage for increased client engagement.</li> </ul>  | <b>Terry Whitney</b> |

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| <b>Managed Hosting Services</b>             | <ul style="list-style-type: none"> <li>• Negotiated a 3-year renewal with ESIT Advanced Solutions for Managed Hosting Services for the Province and Broader Public Sector entities from April 1, 2021 to Mar. 31, 2024.</li> <li>• Negotiated a 2-year renewal with ESIT Advanced Solutions for Managed Print Services for the Province and Broader Public Sector entities from Jan. 1, 2021 to Dec. 31, 2022.</li> </ul>  | <b>Stuart Restall</b> |
| <b>Workplace Technology Refresh Program</b> | <ul style="list-style-type: none"> <li>• Government wide refresh of approximately 34,000 workstations to provide employees with new, faster hardware, the Windows 10 operating system and Office 365 underway. Over 85 percent complete. The program is planned to increase the number mobile devices (laptops and tablets) deployed to over 75% and was scheduled to be completed in early 2020.</li> <li>• The Workplace Technology Refresh Program was paused in March 2020 due to COVID-19 and new social distancing protocols which led a majority of government FTEs to work from home. However, workstation refresh events have continued for COVID-19 priorities where new technology is required to ensure that essential government services continue as well as social distancing protocols are maintained. An example is assisting the Ministry of Justice with their Courts Virtualization initiative.</li> </ul> | <b>Kirsten McCaig</b> |
| <b>Information Security</b>                 | <p>Completed significant infrastructure project to ensure maximum availability and redundancy both between and within internet access sites.</p> <ul style="list-style-type: none"> <li>• Completed multi-year identity infrastructure upgrade to ensure seamless access management across government assets.</li> <li>• Completed Annual Information Security Review in June to self-assess security maturity across ministries and identify areas for improvement.</li> <li>• Onboarding clients onto big data security analytics platform to replace legacy solutions.</li> </ul>   | <b>Gary Perkins</b>   |

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|  | <ul style="list-style-type: none"> <li>Completed correctional centre biometrics project to securely authenticate staff.</li> <li>Published new risk assessment standard, job aids, and training.</li> <li>Completed Malware Visibility project implementation to gain much needed visibility to malicious traffic that is presently encrypted.</li> </ul>   |                                     |
| <b>Digital Principles</b>                            | <ul style="list-style-type: none"> <li>In late 2019/early 2020, the OCIO led co-development of new Digital Principles for the Government of British Columbia. Version 1.0 integrates input from BC Public service employees and members of the wider community.</li> <li>The Digital Principles are meant to guide the work of individual public servants and vendor partners as the Province of British Columbia continues to evolve into a Digital Government. This includes everything from the day-to-day work of individuals to the design, development and delivery of digital products and services.</li> <li>The principles were co-developed in the open, and Version 1.0 is now available online via <a href="https://digital.gov.bc.ca/digital-principles">https://digital.gov.bc.ca/digital-principles</a></li> <li>The principles include the following:               <ul style="list-style-type: none"> <li>Deliver value for British Columbians &amp; cultivate trust</li> <li>Design with people &amp; embed inclusion</li> <li>Integrate ethics</li> <li>Continuously learn &amp; improve</li> <li>Work in the open</li> <li>Take an ecosystem approach</li> <li>Take care of information &amp; data</li> <li>Manage risks proportionately</li> <li>Build diverse teams &amp; internal capacity</li> </ul> </li> </ul> <p>Express cultural &amp; historical awareness &amp; respect</p> | <b>Jaimie Boyd/Joel Fairbairn</b>   |
| <b>Managing Government Information Policy (MGIP)</b> | <ul style="list-style-type: none"> <li>The OCIO launched this new corporate policy in June 2020.</li> <li>MGIP helps BC government ministries understand their high-level IM obligations and modernize their IM practices in accordance with the <a href="#">Information Management Act</a>.</li> </ul>   | <b>Susan Laidlaw/Joel Fairbairn</b> |

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|  | Policy requirements are established for the full lifecycle of information, from creation and use to classification, scheduling and appraisal through to preservation and storage or transfer and disposal.   |                       |
| <b>Digitizing Government Information Standard (DGIS)</b> | B.C. adopted a new <a href="#">Digitizing Government Information Standard</a> (DGIS) and accompanying <a href="#">Guide</a> for transforming records from a physical format to a digital format in a way that would be defensible in a court of law. Both MGIP and DGIS help modernize how ministries manage their information and reflect international standards and best practices.   | <b>Susan Laidlaw</b>  |
| <b>Appropriate Use Policy (AUP) Updates</b>              | <ul style="list-style-type: none"> <li>The Appropriate Use of Government Information and Information Technology Policy (aka the Appropriate Use Policy or AUP) sets out requirements that all BC government employees must follow when accessing and managing government information and using government IT resources.</li> <li>The AUP has not been updated since it first launched in 2014. The OCIO has been leading efforts to update this policy in the open with input from stakeholders.</li> <li>A draft of the updated policy was shared in May 2020 via GitHub and garnered over 100 comments from BC government employees. This feedback has been integrated into a new draft, and version 2.0 is expected to launch in September 2020.</li> <li>Key changes to the AUP include:               <ul style="list-style-type: none"> <li>Re-organized with more links to relevant contextual information</li> <li>More focus on digital</li> <li>“Workplace” definition updated</li> </ul> </li> </ul> <p>Simplified Roles and Responsibilities section</p> | <b>Joel Fairbairn</b> |
| <b>Privacy</b>   | <ul style="list-style-type: none"> <li>A <a href="#">Ministerial Order</a> under the <i>Freedom of Information and Protection of Privacy Act</i> (FOIPPA) was issued to support the use of collaboration and communications tools during the pandemic. The order was developed to support public servants working remotely, to support the online delivery of services to citizens, and to support the maintenance of positive public health measures.</li> </ul>  | <b>Matt Reed</b>      |

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| <b>Services to Business</b> | <p>BC Registries and Online Services (Registries) is undergoing a phased, modernization initiative and is leveraging agile methodologies to build a seamless, simple service experience for businesses. The overall outcome is significant business and operational efficiency, citizen experience improvement including improving the relationship between government and citizens leveraging the following initiatives:</p> <ul style="list-style-type: none"> <li>• <b>Application Modernization:</b> BC Registries' modernization initiative is focused on replacing and improving the service and underlying applications used for the Corporate, Personal Property and Manufactured Homes Registries and improve the service experience to make it easier for citizens and businesses in their interactions with government.</li> <li>• <b>Engagement –</b>BC Registries staff, stakeholders, partners, end-users and collaborating Ministries are continuing to engage in discussions envisioning a future and guiding star for the Registries suite of applications. Iterative service design work will continue in support of this vision focusing on the service journey through the eyes of clients.</li> <li>• <b>Launch of Benefit Companies:</b> On June 30, 2020, BC Registries launched an application to allow for the incorporation of benefit companies, a new legal entity type. A benefit company is a for-profit company that supports a public benefit. The application builds on the development already underway as part of Registries business modernization initiative.</li> <li>• <b>Multi-Jurisdictional Registry Access Service (MRAS):</b> On June 29, 2020, BC Registries implemented changes to support the new Multi-Jurisdictional Registry Access Service. This new solution replaces the current mechanism to exchange information with registries in other provinces and fulfill the commitment under the New West Partnership Trade Agreement (NWPTA).</li> <li>• <b>Authentication Services:</b> A new login option was created to access the new BC Registry application for non-BC residents. The BC Services Card is the preferred</li> </ul> | <b>Carol Prest</b> |
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|   | <p>option to login for BC residents, however for non-residents of BC can now get access by getting an identity affidavit notarized and using a combination of 2-factor authentication and a BCeID account. This solution improves security and continues to strengthen identity verification.</p> <ul style="list-style-type: none"> <li>COVID response: To support the Province's COVID-19 response, BC Registries made a number of business and technical changes including developing an government wide online digital assistant chat-bot for COVID-related questions and granting extensions for incorporated companies, cooperative associations and Societies that wish to delay their Annual General Meeting (AGM) for a period of time to comply with the recommendations of the Provincial Health Officer.</li> </ul>  |                     |
| <b>Citizen Credential: BC Services Card</b> | <p>The Name Mismatch project has been successful with the improvements made thus far, and the partner teams continue to investigate solutions to better support citizens with more complicated name mismatch scenarios.</p> <ul style="list-style-type: none"> <li>Continue to co-lead the Pan Canadian Identity Management key priority workstream for Joint Councils:             <ul style="list-style-type: none"> <li>Digital Identity Program Executive installed through an interchange agreement between BC and ICCS</li> </ul> </li> <li>Full launch of Verify by Video in June 2019 to complete identity verification using mobile video chat. Live video connects the person with a Service BC agent on a video call to verify their identity. The persons mobile BC Services Card is then set up on the mobile device while on the call so they can access government services online.</li> <li>Additional new feature called Verify by Send Video was implemented in April 2020 to handle increasing volumes due to the COVID-19 pandemic. Send Video allows an individual to record a short video of themselves and submit it to Service BC at any time. A Service BC customer service representative will then review the video,</li> </ul> | <b>Sophia Howse</b> |

verify the persons identity using the same high standards as live video or an in-person visit, and send a confirmation email to the citizen within 1-2 business days.

- Commenced work on the first phase of the BCeID strategy to modernize the BCeID suite of products. Initial work will lead to retiring Personal BCeID and transitioning those clients to using BC Services Card as appropriate.
- Utilized the BC Developers Exchange to develop an authorized self-service component, through which the Broader Public Sector (BPS) can develop and test applications using the BC Services Card as the government issued digital identity.
- **Recently Completed Onboarding of Ministry programs to the BC Services Card (BC's identity citizen's credential):**
- My Service Account Canada & Canada Revenue Agency (CRA): BC residents are able to use a verified digital identity associated with their BC Services Card to access online services offered by Employment and Social Development Canada (ESDC) and the CRA. Access to online services will include those associated with ESDC's My Service Canada Account such as Employment Insurance, Old Age Security and Canada Pension Plan, along with those associated with CRA's My Account such as personal income tax and benefit information.
- Ministry of Citizens Services – SBC Book an Appointment: Citizens have the option to navigate to the online application, find the nearest Service BC location, select from the services and time slots available to book an appointment and authenticate using their BC Services Card. A person will then be able to log in to the application to confirm, make changes or cancel their bookings if required. This application will also provide the ability to notify people if the appointment has been cancelled due to an office closure.
- Ministry of Attorney General – Criminal Records Review: BC residents can use their BC Services Card to securely complete a digital criminal record check online. This



includes programs that require a criminal record check at the start of employment, as well as those that require one as part of an ongoing credential such as Teachers and Counsellors who work with vulnerable populations.

- Ministry of Attorney General – Online Divorce Assistant: BC residents can use their BC Services Card online to go through the process of completing the application and documentation to file a divorce as per the approved criteria.
- Ministry of Citizens Services – Freedom Of Information (FOI) Request Online: BC residents can use their BC Services Card online to securely identify themselves and electronically receive the documentation produced by Government as part of an individual (personal) FOI request.
- Ministry of Health – VIHA Citizen Access: BC residents can use their BC Services Card to securely interact with patient health services offered by the Vancouver Island Health Authority, such as scheduling appointments and secure messaging between the patient and their care team.
- **Current Onboarding of Provincial programs to the BC Services Card (BC's identity citizen's credential):**
- Ministry of Health – PHSA Citizen Access: BC residents can use their BC Services Card to securely interact with patient health services offered by the Provincial Health Services Authority, such as reporting immunizations obtained from private clinics.
- Ministry of Education – Get My PEN: Students can use their BC Services Card online to look up their Personal Education Number (PEN) if they don't know it. PEN is used to help apply for both post-secondary programs and student aid.
- Ministry of Education – Student Transcripts: Students can use their BC Services Card online to request their high school transcripts and have them sent digitally to support application to post-secondary programs.



- Ministry of Advanced Education, Skills and Training – Student Aid Part-Time: Part-Time Students can use their BC Services Card online to apply for student aid. The existing (launched) Student Aid portal can only be used by full-time students; the success of that program has led Advanced Education to expand their partnership with BC Services Card to enable part-time students.
- Ministry of Transportation – Vehicle Safety BC (VSBC) Service: BC residents who have received vehicle inspection certification issued by the Vehicle Inspection Program will be able to log in online using their BC Services Card to submit vehicle inspection reports, apply to renew their vehicle inspection certificate and request updates to their vehicle inspection certificate profile.
- Ministry of Public Safety and Solicitor General (Emergency Management BC) - Emergency Support Services: British Columbians forced from their homes by fire, floods, earthquakes or other emergencies may receive emergency support services for up to 72 hours. Services may include food, lodging, clothing, emotional support, information about the crisis, and family reunification. Evacuees will self register with their BC Services Card to receive direct support in forms of payment so they can decide how they can procure items on their own rather than through vouchers, to improve intake speed and overall experience.
- Ministry of Attorney General – Security Programs: Individuals can use their BC Services Card to securely interact with the Security Programs division for services they manage such as Pill Press Registry, Body Armour Registry and others.
- Broader Public Sector: WorkSafe BC, Land Title Survey Authority and BC Assessment are all in early engagement phases for potential user access to their existing online services.
- Ministry of Forests, Lands, Natural Resource Operations and Rural Development – Natural Resource Online Services Portal: Centralize natural resource activities for both BC residents and staff when doing business within the sector. Clients will be

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|                           | <p>able to apply online to perform an activity within the sector, pay application fees online and track the progress of their applications.</p> <ul style="list-style-type: none"> <li>Ministry of Advanced Education, Skills and Training (AEST) – StudentAid BC Client Portal: The Modernizing Student Financial Aid initiative (MOD) is a multi-phased project responding to student and post-secondary institutions’ expectations for simple, consistent and personalized service experiences related to student financial assistance. A student seeking financial assistance will visit the new Client Portal website to apply for a student loan, which will replace the current StudentAid BC website. The student will be provided the option to register and create their client profile with the use of the BC Services Card or a Basic BCeID.</li> <li>Ministry of Finance – PayBC Portal: British Columbians will be able to use their BC Services Card securely view their financial history with corporate accounting services through the PayBC Portal. PayBC is a web portal platform that will transform the way citizens and businesses interact with government on a financial level. Users will have online access to an efficient, scalable and convenient self-serve platform to make financial inquiries, review amounts owed to/from participating government ministries and manage online payment transactions.</li> </ul> <p>City of Kelowna – Property Account: British Columbians will be able to use their BC Services Card to securely access their City of Kelowna Property Account. Kelowna residents can currently access their utility and property tax bills, and future expansion of this platform will allow users to access additional services, including applying and paying for permits and business licences.</p> |                   |
| <b>Digital Experience</b> | <p>Leveraging existing and new tools, processes and methodologies to support a rapid response to the COVID-19 pandemic, we continue to focus on cross ministry efforts to make tangible improvements to the service experience of British Columbians, based on 7 years of direct human-centred research with British Columbians. To help people understand government’s non-health COVID-19 related programs and services we launched a content aggregation ‘site’ within gov.bc.ca/covid19. To help government understand people, we have focused on our public engagement platform to improve the</p>   | <b>David Hume</b> |

depth of online engagement and provide greater accessibility of online tools. Specifically, we:

To support this work, we have:

- Created a decentralized team of ‘teams’ within our Ministry and across Ministries to help coordinate and design and write content for the site ([see blog](#))
- Created online “service journeys” content to help citizens navigate through their service experience
- Established cycles of design research, including the necessary tools to do this remotely (online consent form, e-giftcards) with general and focussed audiences (for example the disability community) to improve specific content on the covid-19 webpages.
- Implemented an analytics data pipeline based on Snowplow and Looker (on Canadian Cloud provider) to capture data on service transactions to make evidence-based improvements to services, both online and offline bringing web, call and in-person service interaction data together
- Implemented an enterprise digital forms solution (leveraging Orbeon forms) to improve applicants’ experience accessing services
- Deployed a ‘proof of concept’ chatbot on gov.bc.ca to assist with non-health related COVID-19 citizen questions
- Implemented a replacement of enterprise search technology (Mindbreeze) for the end of life Google Search Appliances to maintain and improve online web search.

To continue supporting this work we are:

- Expanding Open Source development of media management and business planning systems in partnership with the Government of Alberta public service
- Working toward implementation of tools for Customer Relationship Management (CRM) & Digital Asset Management (DAM) to better aid communications work related to COVID-19 and beyond
- Continuing to engage citizens online to provide input on the program, policies and services that affect them. Exploring new tools and opportunities to expand the way citizens give input in more interactive and meaningful ways.
- Building capacity of ministries and program staff to take a human-centred design approach to designing and delivering services to British Columbians through service design training and oversight.
- Making tangible changes to the design and delivery of government services so they are focused on meeting the needs of their citizens, as well as government staff. As part of this work ministry teams will partner with Government Digital Experience to uncover needs and challenges and identify and test opportunities for service improvements.
- Building a corporate Design System (code library and design patterns) to promote consistency and usability across digital government services.
- Identifying and establishing design principles, standards and a service manual to provide guidance for the design and development of digital services, including GBA+, inclusive design, and reconciliation.
- Continuing commitment to lead the organization in digital accessibility research, design and implementation for citizens with disabilities.

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| <b>BC Developers' Exchange</b>          | <ul style="list-style-type: none"> <li>The BC Developer's Exchange continues to support business areas across government to adopt modern approaches to working and using technology to delivery excellent services. Demand for these services has increased given COVID-19 but the delivery model has moved online. Services include online training on digital leadership, as well as virtual tours that demonstrate modern ways of working (participants include BC government leaders, public servants that work in the regions, previously unable to attend these tours, as well as external parties from other provinces (eg. CIO of Economy sector in AB.)</li> <li>No new product teams joined the Exchange Lab since the start of the pandemic. Resources have been redirected towards digital response for COVID-19 (see Digital Response Unit below.)</li> </ul> | <b>Rumon Carter</b> |
| <b>Digital Investment</b>               | <ul style="list-style-type: none"> <li>BC's Digital Investment Office is accelerating efforts to launch a new Digital Investment Model based on extensive service design approach launched in the spring of 2020. A new model that has been co-designed with users will modernize the way technology is funded so that finding for priority digital initiatives is faster, agile friendly, more flexible and ensures greater alignment and value to the ecosystem.</li> </ul>  | <b>YongMei Chen</b> |
| <b>Digital Response Unit – COVID 19</b> | <ul style="list-style-type: none"> <li>In the weeks following the start of the pandemic in BC, the province initiated a cross-agency Digital Response Unit to provide rapid solutions to digital needs coming out of COVID-19. Highlights included supporting the rapid development of some of the following digital services:             <ul style="list-style-type: none"> <li>Services to screen returning travellers, farm workers and silviculture workers at the border to ensure they have the appropriate supports to self-isolate. The open source code for these services is being reused in Alberta and Nova Scotia.</li> <li>A new service to help employers and employees apply for variances to maximum severance periods, potentially avoiding the termination of up to 300,000 laid off BC workers on August 31.</li> </ul> </li> </ul>                   | <b>Rumon Carter</b> |



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|   | <ul style="list-style-type: none"> <li>○ A new service to help consumers gain confidence that they will be safe when frequenting BC businesses.</li> </ul> <p>A new service to source, sell and distribute personal protective equipment for health and non-health purposes.</p>   |                     |
| <b>Supply Hub</b>   | In rapid response to the COVID-19 pandemic, the Province partnered with a BC-based tech firm and the BC Digital Technology Supercluster to build a service to help source, sell and distribute personal protective equipment for the Provincial Health Services Authority as well as for eligible non-health service providers.  | <b>Rumon Carter</b> |
| <b>BC Government Cloud Services</b>   | <ul style="list-style-type: none"> <li>• Legislative amendments to the BC Freedom of Information and Protection of Privacy ACT were passed on October 31, 2019 to clarify when and how certain types of activities associated with disclosure of personal information and information systems may be permissible. The amendment Section 33.1 (p) has the effect of making a wider scope of cloud services potentially available for use by public bodies in BC.</li> <li>• Government's business and service agreement with Microsoft was amended in April 2020 to align with these FOIPPA amendments and remove restrictions related to the use of personal information in cloud services.</li> <li>• A multipart plan is underway to enable the management and adoption of cloud services within the BC Government. See priorities section below for more detail.</li> </ul> | <b>Gen Lambert</b>  |
| <p><b>2. <u>Priorities:</u></b><br/>         Briefly describe what your organization sees as its <b>top IT/IM priorities/initiatives over the next 12 to 36 months.</b></p> <p><i>The PSCIOC is particularly interested in jurisdictional information in the following areas:</i></p> <ul style="list-style-type: none"> <li>• <b>Digital Government</b></li> </ul> |  |                     |



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| <ul style="list-style-type: none"> <li>• <b>Cyber Security</b></li> <li>• <b>Talent Management</b></li> </ul> |  |                                 |
| <b>Service Management</b>   | <ul style="list-style-type: none"> <li>• Continue to transform OCIO and government IT service management to ensure a superior customer experience and contribute to the success of government programs. This is currently underway by transforming OCIO IT service operations, including implementing ServiceNow as an enabler. The OCIO will enable increased integration across government IT (and other) services, automation and self-service to improve the customer experience and streamline service delivery.</li> <li>• Implement remaining services onto ServiceNow platform to streamline onboarding and transfers of employees and contractors.</li> <li>• Implement service catalogue to reflect new Service Portfolio, presenting a client-centric view of OCIO Enterprise Services Division services.</li> </ul>    | <b>Terry Whitney</b>            |
| <b>Information Security</b>   | <ul style="list-style-type: none"> <li>• Complete remediation of internal directory account management audit due this year.</li> <li>• Implement multifactor authentication for access to key systems.</li> <li>• Remediate audit findings asset management audit once released this year.</li> <li>• Promote responsible adoption of cloud through completion of cloud security artefacts and training.</li> <li>• Refine key policies and standards related to security through reorganizing, streamlining, simplifying, and shortening.</li> <li>• Examine and modify user behaviour through additional phishing campaigns and detailed analysis of stimuli and response.</li> <li>• Refresh certificate policy to maintain compliance with federal government digital certificate cross-certification requirements.</li> </ul> | <b>Gary Perkins/Carol Prest</b> |

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|   | <ul style="list-style-type: none"> <li>Promote recently updated procurement vehicles to ensure public sector organizations across the province have access to skilled security resources and services.</li> <li>BC is working with the federal government, other provinces, and financial institutions to pilot an initiative to leverage digital credentials in order to prove identity and enable digital transactions in the economy. This is in addition to the work already being done in BC.</li> </ul>   |                       |
| <b>Core Policy and Procedures Manual Chapter 12</b> | <ul style="list-style-type: none"> <li>The OCIO is responsible for corporate information management and information technology (IM IT) policy. This includes content found in Core Policy and Procedures Manual (CPPM) Chapter 12: Information Management and Information Technology Management.</li> <li>The Office of the Comptroller General (OCG) administers CPPM, which sets out the Province's corporate financial and management policy. The authority for CPPM is the <i>Financial Administration Act</i> (FAA). Changes to CPPM must be approved by Treasury Board (TB).</li> <li>The current version of Chapter 12 was published in approximately 2006 and does not reflect current practices. The chapter is also highly prescriptive and does not clearly articulate high-level responsibilities for IM IT. Corporate IM IT policy is currently disjointed and difficult to follow, and many of these issues begin at the level of CPPM.</li> <li>In May 2019, the OCIO established an agile team to lead efforts to modernize the corporate IM IT policy landscape. A key component of this Digital Policy Framework is a new, streamlined Chapter 12.</li> <li>A draft of the updated Chapter 12, which was co-developed with a wide range of stakeholders, was completed in spring 2020. The OCIO is currently working closely with the OCG to move forward with TB approvals on the new Chapter 12.</li> </ul> | <b>Joel Fairbairn</b> |
| <b>Data Management Policy</b>                       | <ul style="list-style-type: none"> <li>BC's new Managing Government Information Policy (MGIP) helped fill IM policy gaps and applies to data management at a high level. But policy gaps related to data management remain, and there are special policy considerations associated with managing data, which is why the OCIO is leading co-development of a new corporate Data Management Policy.</li> </ul>  | <b>Joel Fairbairn</b> |

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|                               | <ul style="list-style-type: none"> <li>The Data Management policy will help ministries maximize data-sharing opportunities and manage data more consistently.</li> <li>The Data Management Policy will be co-developed following agile principles, and this work will be closely tied to Open Government Policy co-development (see below). The new policy is expected to be ready to launch in spring 2021.</li> </ul>  |                       |
| <b>Open Government Policy</b> | <ul style="list-style-type: none"> <li>Many of BC's data-related policy gaps relate to Open Government.</li> <li>The Province has an Open Information and Open Data Policy, but this:               <ul style="list-style-type: none"> <li>has not been updated since it was released in 2011 so does not reflect current practices;</li> <li>does not cover open-source solutions or open dialogue (engagement); and</li> <li>mixes political direction with policy statements, operational procedures and guidance.</li> </ul> </li> <li>An agile policy team from the OCIO is leading co-development of a new Open Government policy. This high-level, strategic corporate policy is expected to be ready to launch in spring 2021.               <ul style="list-style-type: none"> <li>The new Open Government Policy will build on the new Digital Principles and other corporate policy by streamlining existing high-level requirements regarding open information and open data and also establishing new requirements related to working in the open and open-source solutions.</li> </ul> </li> </ul> | <b>Joel Fairbairn</b> |
| <b>Ethical Tech</b>           | <ul style="list-style-type: none"> <li>The BC government recognizes that adoption of Artificial Intelligence (AI) systems can benefit the public service in many ways. For instance, AI has the potential to increase process efficiency, support decision making and, ultimately, enhance service delivery.</li> <li>However, the adoption of AI also raises ethical concerns, including algorithmic and data bias, risk to privacy, transparency, accountability and fairness.</li> <li>The BC government is starting to adopt basic AI systems and it is expected that uptake will increase over the next years.</li> <li>BC's AI Tech sector is growing and aiming to become a global leader</li> <li>Currently there is no policy, guidance or tool that provides a consistent ethical approach for AI adoption in the BC Government.</li> </ul>  | <b>Joel Fairbairn</b> |

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|  | <ul style="list-style-type: none"> <li>• An agile policy team from the OCIO is leading collaboration for the co-development of a policy instrument (e.g. standard, framework) that provides clear guidance for an ethical approach to the use of AI in the BC Government.</li> <li>• The BC AI policy instrument will be developed in collaboration with various stakeholders including industry and academia, and will be tied to the work on Open Government Policy and Data Management Policy (see above).</li> </ul>   |                                |
| <b>Digital Credentials: BC Services Card</b> | <ul style="list-style-type: none"> <li>• Continue to evolve and innovate within the Digital Identity space, by maximizing opportunities to utilize new technologies, tools and methodologies to support the enhanced and expanded use of the Digital Identity within Digital Government. For example, integrating and supporting the DIACC Proof of Concept.</li> <li>• Continue to evolve the BC Services Card as the identity credential of choice, and as a source of digital identity within the Digital Government.               <ul style="list-style-type: none"> <li>○ Increase the usage of the BC Services Card to meet the Digital Identity needs of our clients and BC residents today and tomorrow, by continuing to develop and enhance secure, mobile functionality such as “Verify by Video”.</li> <li>○ Work with Broader Public Sector (BPS) early adopters to expand the authorized self-service component to allow the BPS to move their test environment applications into production using the BC Services Card as the government issued digital identity.</li> </ul> </li> </ul> | <b>Sophia Howse</b>            |
| <b>Digital Services</b>                      | <ul style="list-style-type: none"> <li>• Sustain work through BC’s Government Digital Experience (GDX) to enhance peoples’ experience of government’s web presence, including by: continuing to apply human-centred design processes across government and building out the design system for BC ; updating our policy on Communications and Public Engagement (Core Policy and Procedures Manual Chapter 22) to help ministries understand what they need to do to support personalized digital services; continuing to support capacity building for service delivery and content</li> </ul>   | <b>Jaimie Boyd/ David Hume</b> |

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|   | improvement teams across government. Research for replacement qualitative analysis tool to support our public engagements.  |                        |
| <b>Digital/ IMIT Operating Model</b>              | <ul style="list-style-type: none"> <li>BC's Treasury Board has directed the GCIO to explore opportunities to enhance the approach to governance, performance management, collaboration, transparency, and capacity-building and reduce any areas of duplicative work. Implementation is expected to occur over the next 1-3 years.</li> </ul>   | <b>Hayden Lansdell</b> |
| <b>Technology Code of Practice</b>                | Building on this momentum of BC's Digital Principles, BC will continue to articulate "what good looks like" through the launch of a Technology Code of Practice (TCOP) for all digital products created for the Province (estimated for Fall 2020). The TCOP will be used by a newly formed Digital Support Team to evaluate funding requests and ensure alignment to strategic direction for modern digital government.  | <b>Rumon Carter</b>    |
| <b>Digital Funding Modernization</b>              | <ul style="list-style-type: none"> <li>Following a third-party report on major IT failure in BC and following direction from Treasury Board, BC is reforming the model for digital investment in 2020 (as described under Digital Investment Office.)</li> </ul> <p>A key element of the modernized approach is a new requirement from Treasury Board that requires sign off from an enterprise architecture perspective on all capital and operating expenditures in the digital space. This is expected to launch in Q3 of 2020/21.</p> | <b>Jaimie Boyd</b>     |
| <b>Government Modernization</b>                   | This work builds on momentum from digital response to COVID-19 to propose a path forward to drive the rapid modernization of government services, starting with the justice and health sectors.   | <b>Hayden Lansdell</b> |
| <b>Digital Framework – updated for Version 2.</b> | <ul style="list-style-type: none"> <li>The Government of British Columbia's Office of the Chief Information Officer (OCIO) leads efforts to advance digital change across government. Recent work has focused on developing, coordinating and implementing BC's Digital Framework. The Digital Framework represents a significant investment in accelerating the transition towards digital government, supporting the BC Public Service in progressively adopting digital tools and practices.</li> </ul>                                | <b>Jaimie Boyd</b>     |



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|  | BC's new Digital Framework was launched internally in spring 2019. An update to this framework is expected to be released on digital.gov.bc.ca in the fall of 2020.   |                          |
| <b><u>Digital Academy</u></b>                        | <ul style="list-style-type: none"> <li>The Digital Academy's curriculum provides employees with learning resources, videos, courses, seminars and events on topics such as digital, data, agile, design thinking and DevOps. With a goal of building public service digital and data capability, the Digital Academy partners with the B.C. government's HR agency to also deliver digital talent management initiatives, such as data science job profiles, a data literacy competency framework and digital leadership training – all with a goal of helping B.C. attract, develop and retain the digitally proficient workforce it needs to deliver services citizens value.</li> </ul>  | <b>Kathleen Assaf</b>    |
| <b>Hosting and Application Development Framework</b> | <ul style="list-style-type: none"> <li>The overall purpose of the Hosting and Application Development Framework is to provide a plan to modernize and improve Government-wide approaches and tools for hosting and managing applications and providing services. The expected outcome of the work is that Ministries will be able to easily access and procure IT services, both on premises and in the cloud, and that there will be a clear path for managing legacy applications. This approach is expected to modernize service delivery and improve sustainability. The Framework will include a strategy outlining the following: a) alignment ; b) context; c) principles; d) notice of direction; and e) recommended next steps.</li> </ul> | <b>Mac Campbell</b>      |
| <b>BC Government Cloud Services</b>                  | <ul style="list-style-type: none"> <li>A multipart plan is underway to enable the management and adoption of cloud services within the BC Government.</li> <li>As part of this plan, the OCIO is developing a managed cloud service that will provide ministries with access to public cloud compute and storage.</li> <li>The BC Government intends to onboard to the Government of Canada Cloud Brokerage in order to benefit from the work done federally to negotiate terms with cloud service providers.</li> <li>Technical guardrails are being developed to automate privacy and security compliance and facilitate onboarding to public cloud compute and storage.</li> </ul>   | <b>Genevieve Lambert</b> |

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|   | <ul style="list-style-type: none"> <li>Processes will be developed to support ministries with onboarding to cloud software as a service applications.</li> </ul>   |                     |
| <b>3. <u>Issues and Needs:</u></b><br>Briefly describe <b>any issues you would like to share with the Council</b> and what assistance you might be seeking from PSCIOC. |  |                     |
| <b>Information Security</b>   | <ul style="list-style-type: none"> <li>Ensure maximum engagement from jurisdictions on relevant working groups such as NCSIP to include representation at (historically) face-to-face meetings/workshops.</li> <li>Enabling responsible cloud adoption across Canada</li> <li>Federal Government (e.g. GoC and/or TBS) security evaluation of Cloud vendors to be leveraged by all jurisdictions nationally</li> <li>Examine viability of joint procurements for common services</li> <li>Pursue a common, national WebCheck platform for identifying vulnerabilities on websites</li> </ul> | <b>Gary Perkins</b> |
| <b>Citizen Credential: BC Services Card</b>   | Continued collaboration between DIACC and IMSC to establish a single PCTF that represents both public and private sector.  | <b>Sophia Howse</b> |
| <b>4. <u>Topics of Interest:</u></b><br>Please <b>identify topics of interest</b> to your jurisdiction for future PSCIOC meetings /teleconferences.                     |  |                     |

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| <b>Information Security</b> | <ul style="list-style-type: none"> <li>• Investigate innovative ways to combat cyber threats from a whole-of-Canada perspective rather than duplicate effort in silos.</li> <li>• Incenting post-secondary institutions (especially universities) to offer additional programs and degrees in cybersecurity.</li> <li>• National approach to developing and retaining top security talent.</li> <li>• Establishing a strategy for jurisdictions to leverage the new Federal Canadian Centre for Cyber Security (CCCS).</li> </ul>  | <b>Gary Perkins</b>   |
| <b>Ethics in Technology</b> | <ul style="list-style-type: none"> <li>• Ethical approaches to the use of technology, including AI, in the public sector.</li> </ul>   | <b>Joel Fairbairn</b> |
| <b>Credentials :</b>        | <ul style="list-style-type: none"> <li>• Applying agile methodologies to build a seamless, simple service experience for businesses. The overall outcome is significant business and operational efficiency, citizen experience improvement including improving the relationship between government and citizens leveraging the following initiative:</li> <li>• Verified Organization Network – enable trusted digital identity information for verified organizations, persons and affiliations through a verified organization network using distributed ledger technologies, including blockchain, to allow for an improved, yet secure, service experience for businesses. Initiated proof of concept work for blockchain enabled services underwent a soft launch in winter 2018 through OrgBook BC. Further work requires building out the capabilities for enhancing digital identity and onboarding new partners. Orgbook BC displays the credentials issued by the Corporate Registry, and in 2019 the licences for cannabis retail were added. As more partners are onboarded, businesses will be able to provide, in one place, a more complete picture of their credentials to bodies that require it, such as banks, or regulatory bodies.</li> <li>• Continuous Improvement: Work with the OCIOs office to build and transition across government an iterative operating environment that seeks to create a government</li> </ul> | <b>Carol Prest</b>    |

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|                | <p>organization that embraces continuous improvement. The BC Exchange Lab functions as an incubator for agile teams to build solutions for government problems. When the lab work is complete, these teams emerge from the lab as a cultural island that is not easily assimilated back into the home teams. Registries is exploring options to transform a home organization into a learning organization that embraces the agile principles beyond software development so that the agile, iterative culture permeates all parts of the organization.</p> |                 |
| COVID response | <ul style="list-style-type: none"> <li>Share lessons learned in the digital government/ IMIT space as a result of COVID. This includes collaboration tools, rapid response, open-source code sharing, digital service delivery, security etc.</li> </ul>  | Hayden Lansdell |