

## **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: QUEBEC	Contact
<p><b>1. <u>Accomplishments:</u></b>          Briefly highlight <b>major IT/IM accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction over the past 6 to 12 months.</p>	<p><b>DIGITAL TRANSFORMATION OF GOVERNMENT</b></p> <ul style="list-style-type: none"> <li>On June 3, 2019, the government unveiled its strategy for digital transformation of government. The <i>Stratégie de transformation numérique gouvernementale 2019-2023</i> aims to provide more intuitive, user-friendly public services and to improve government efficiency.</li> <li>Several government-wide actions have already been deployed, including:             <ul style="list-style-type: none"> <li>In June 2019, the Centre québécois d'excellence numérique [Quebec centre of digital excellence] was created, which aims to expedite and facilitate the digital transformation of government by sharing and collaborating with the digital ecosystem;</li> <li>In September 2019, training was deployed, through the Académie de la transformation numérique [digital transformation academy], to meet the digital transformation needs of organizations and help them deal with the challenges of large-scale digital deployment;</li> <li>In October 2019, the government's new public consultation platform was implemented; the platform is a key measure in the strategy and is designed to host all of the Government of Quebec's public consultations;</li> <li>On October 10, 2019, the <i>Act to facilitate the public administration's digital transformation</i>, was assented to, which:                 <ul style="list-style-type: none"> <li>allows the government to designate public bodies that will be required to disclose to any person or body the information that public bodies hold if such disclosure is needed to carry out a project that is designated by the Treasury Board to be of governmental interest;</li> </ul> </li> </ul> </li> </ul>



- makes it possible to assign to a public body a function or responsibility related to carrying out a project of governmental interest;
- defines the use and disclosure of personal information that can be made and gives the government the authority to prescribe special rules for the protection of personal information;
- contains provisions on accountability and transparency.
- In November 2019, digital transformation plans were collected from departments and large bodies. Analysis of the plans confirms that public organizations have started shifting to digital;
- In March 2020: The Vitrine numériQc [digital window], a digital hub, was launched. The hub is dedicated to the government's digital transformation and aims to highlight the government's digital achievements, generate interest in digital culture, and inspire public organizations in their digital practices;
- In March 2020, a digital practices standard was posted on the Vitrine numériQc. The *Standard des pratiques numériques* is intended to support the digital transformation, modernize how the government works, instill digital thinking, and ensure the integration of a digital culture;
- In May 2020, the digital services design approach was posted on the Vitrine numériQc. This approach enables the government to direct its work toward applying best practices for continual improvement, and to expedite the design of digital services by promoting end-user involvement and the iterative delivery of value at each phase;
- In May 2020, as part of implementing the Service québécois d'identité numérique (SQIN) [Quebec digital identity service] program, an initial business case was authorized at Cabinet by order 511-2020. The order pertains to project 1, which aims to modernize electronic access to benefits for businesses and citizens. This order also assigns the Centre québécois d'excellence numérique with the responsibility for carrying out the business case (the planning phase) for project 2, which pertains to digital identities for citizens.

## INFORMATION SECURITY – DATA PROTECTION

- In March 2020, the Government of Quebec adopted, for the first time, a policy that took into account specific cybersecurity issues.
  - The *Politique gouvernementale de cybersécurité* sets out appropriate measures for ensuring that information is protected, risks are recognized and cyber-safe behaviours are adopted.
- Key measures supporting the policy were published in May 2020, and they detail the actions that will be taken to enhance the security of governmental information.
- Over the past 20 months, the government has put measures in place to enhance the security of governmental information:
  - Creation of the Centre gouvernemental de cyberdéfense [governmental centre for cyber-defence] in November 2019, which will make it possible to consolidate efforts and target cyber-defence issues and potential risks.
    - Since November 2019, the Centre gouvernemental de cyberdéfense has coordinated the development and deployment of a governmental cyber-defence network, which aims to prevent and respond to incidents through collaboration with partners in the ecosystem.
  - Posting of specialized information security training modules on the Académie de la transformation numérique's website in May 2020: two modules for government employees working in security and four modules for all public service employees.
  - Frequent reminders of good practices to protect information. Communications have been sent regularly to officers in charge of information security at organizations, senior information officers, and senior officials.
  - Follow-ups with public bodies to update obsolete Windows 2008 servers and Windows 7 workstations. As of January 14, 2020 (the end-of-support date),

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	<p>adequate measures have been put in place or planned for 99.9% of the servers and workstations.</p> <p><b>INFRASTRUCTURES TECHNOLOGIQUES QUÉBEC [Quebec Technological Infrastructure]</b></p> <ul style="list-style-type: none"> <li>• Bill 37, <i>An Act mainly to establish the Centre d'acquisitions gouvernementales and Infrastructures technologiques Québec</i>, was passed on February 20, 2020.             <ul style="list-style-type: none"> <li>— The COVID-19 health crisis has delayed the creation of these bodies until September 1, 2020.</li> <li>— Creating Infrastructures technologiques Québec [Quebec technological infrastructure] will enable public bodies to devote less effort to managing technological infrastructure and more effort to the digital transformation of the services that they provide to citizens.</li> <li>— Infrastructures technologiques Québec will also make it possible to:                 <ul style="list-style-type: none"> <li>— Have high-performing technological infrastructure and support systems;</li> <li>— Ensure the development, operation and optimization of shared technological infrastructure by avoiding the duplication of solutions;</li> <li>— Help enhance the security of digital information in the government.</li> </ul> </li> </ul> </li> </ul>	<p><b>Pierre E. Rodrigue</b>  <a href="mailto:pierre.rodrigue@sct.gouv.qc.ca">pierre.rodrigue@sct.gouv.qc.ca</a>        Associate Secretary of Digital Transformation and Chief Information Officer</p>
<p><b>2. Priorities:</b>        Briefly describe what your organization sees as its <b>top IT/IM priority/initiative 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> <li>• <b>Cybersecurity</b></li> </ul>	<p><b>Information Security – Data Protection</b></p> <ul style="list-style-type: none"> <li>• More than ever, public bodies must be prepared to deal with new cyber threats.</li> <li>• Data protection requires an effective assessment of the potential vulnerabilities of the communication methods and technological infrastructure used within government.</li> <li>• The government must remain proactive when it comes to information security in order to anticipate new threats and to take action to overcome them effectively.</li> </ul>	

<ul style="list-style-type: none"> <li><b>Talent management</b></li> </ul>	<p><b>Digital identity</b></p> <ul style="list-style-type: none"> <li>Implementing a reliable digital identity for all citizens through the Service québécois d'identité numérique (SQIN) program, which will be made up of multiple projects and support a digital foundation to expedite the digital transformation.             <ul style="list-style-type: none"> <li>The SQIN program is a governmental solution that will provide citizens with a secure digital identity and enable simplified use of governmental services.</li> </ul> </li> </ul> <p><b>Digital transformation of government</b></p> <ul style="list-style-type: none"> <li>Continuing to implement the digital transformation across the government.</li> </ul> <p><b>Management of digital data in the government</b></p> <ul style="list-style-type: none"> <li>Strengthening digital data management practices in the government requires significant changes to concepts, principles, roles and responsibilities, and tools for management, and the appropriate use of digital data.</li> </ul> <p><b>Incorporation of artificial intelligence in the public administration</b></p> <ul style="list-style-type: none"> <li>The government is preparing a strategy to incorporate artificial intelligence in the public administration; the strategy aims to pave the way for public organizations by supporting the use of artificial intelligence and providing guidelines.</li> </ul>	
<p><b>3. Issues and Needs:</b> Briefly describe <b>any issues you would like to share with the Council</b> and what assistance you might be seeking from PSCIOC.</p>		
<p><b>4. Topics of Interest:</b> Please <b>identify topics of interest</b> to your jurisdiction for future PSCIOC meetings/teleconferences.</p>		