

## **PSSDC Information Sharing – February 2018**

*Information Sharing was prepared for the PSSDC Meeting of February 2018 and not to be shared outside of the Council*

<b>JURISDICTION: ALBERTA</b>		<b>Contact</b>
<p><b>1. <u>Accomplishments:</u></b> Briefly highlight <b>major IT/IM accomplishments, progress, and/or significant milestones</b> achieved in your <b>jurisdiction over the past 6 - 12 months.</b></p>	<ul style="list-style-type: none"> <li>• <b>MyAlberta eServices Program</b> (<a href="http://eservices.alberta.ca">eservices.alberta.ca</a>) – Provides an easy and secure way to pay for various government services online such as FOIP requests, fines, Alberta Parks passes, and various events, permits, and licences. <ul style="list-style-type: none"> <li>○ Since its public launch in 2015, fifty-two products and services have been made available, and over 950,000 transactions totaling more than \$150 million have been processed.</li> </ul> </li> <li>• <b>MyAlberta Digital ID Program</b> (<a href="http://id.alberta.ca">id.alberta.ca</a>) – Provides a secure way for citizens to access 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"> <li>○ Currently, five systems are fully integrated in production, and over twelve departments have ongoing projects.</li> </ul> </li> <li>• <b>MyAlberta Verify</b> – A new addition to the MyAlberta Digital ID program that launched in November 2017. The service enables government to digitally verify the identity and age of citizens, so Albertans can use their verified MyAlberta Digital ID to access services previously considered too sensitive to deliver online such as personal health records and financial assistance. <ul style="list-style-type: none"> <li>○ Albertans can verify their digital ID from home because MyAlberta Verify leverages existing in-person processes used to issue driver's licences and identification cards.</li> <li>○ Alberta is the first jurisdiction to offer an online-verified identity that aligns with the Pan-Canadian Trust Framework. A federal pilot opportunity is in progress that will allow Albertans with a verified digital identity to access various federal services online.</li> </ul> </li> <li>• <b>MyAlberta Evacuation Payment System</b> – Alberta has completed the development of a system that leverages MyAlberta Verify to provide a fast and convenient way to receive evacuation payments during a disaster. <ul style="list-style-type: none"> <li>○ Online payments reduce stress on affected Albertans by improving accessibility and decreasing lines for those requiring in-person services. Government benefits from reduced reliance on costly pre-paid debit cards and large-scale disbursement centres. The system increases confidence that funds are distributed to the correct citizens, maximizing federal reimbursement.</li> </ul> </li> </ul>	<p>Jackie Stankey, Acting Executive Director, Client Relationship Management Ministry of Service Alberta <a href="mailto:jackie.stankey@gov.ab.ca">jackie.stankey@gov.ab.ca</a> (780) 415-0485</p> <p>Chantal Ritcey, Acting Director, Digital Service Transformation Ministry of Service Alberta <a href="mailto:chantal.ritcey@gov.ab.ca">chantal.ritcey@gov.ab.ca</a> (780) 644-7925</p>

- **Robotics Process Automation (Digital Worker)** – Alberta has projects underway to use automation to assist with manual tasks (e.g., data entry of assets and sending change management communications). Projects will be completed mid-February for testing.
- **Windows Lifecycle Program for Government Devices**
  - Service Alberta is leading the Windows Lifecycle Program for government devices, including desktops, laptops and tablets.
  - As part of the new Microsoft Windows 10 release management model, devices will require more frequent system upgrades, from approximately every five years to every six months, to ensure they are as secure as possible.
  - As of November 2017, Service Alberta successfully completed its first major operating system upgrade remotely of 8,200 government devices.
  - Benefits to government include: Windows upgrades can be deployed to 32,000 workstations in shorter intervals with limited impact to end-users and while saving costs.
- **Configuration Management Database (CMDB) Project** – Alberta has matured its core IT processes such as Incident, Problem, Change and Service Request Management. A project is underway to take a phased and iterative approach to configuration management; a first phase is to bring in a technical subject matter expert to help configure and populate a proof of concept CMDB.
- **Alberta Legislation** is accessible through the **Open Government Portal** ([open.alberta.ca](http://open.alberta.ca)), allowing Albertans to search for laws, publications, and datasets in a centralized location. Over 13,000 open datasets and government publications are now available.
- **Telephone Services Upgrade** (VoIP Phones) – is a project underway to replace all 37,000 phones to VoIP (Voice over Internet Protocol). The project has completed 20% of all phone replacements and will continue for another 12 to 18 months. Included in the move to VOIP, the entire network infrastructure in each of 600+ sites will be upgraded by September 2019. Through the new Telecoms Working Group, focus has been on the operationalization of the new VOIP service including incident management, change management, billing and issues management.

	<ul style="list-style-type: none"> <li>• <b>Enterprise Data Analytics (EDA)</b> – The Government of Alberta’s strategic plan was endorsed by the DMs’ Information Management and Technology Integration Committee in February 2017. The plan lays out a vision that was developed collaboratively across government and a framework for enhancing data capabilities in people, process and technology. The procurement of an enterprise tool for self-serve visualization capabilities has been completed and is being rolled out as the initial technology platform. The Internal Data Discovery Portal (IDDP) - a secure, internal portal designed to promote data and information discovery in the GoA - is a fundamental component of the EDA Strategy and was initially launched in July 2017 to partners in the Integrated Resource Management System, it is now available to everyone with government credentials.</li> <li>• <b>GoA Application Catalogue</b> – Completed a six-month (January - June 2017) cross-ministry initiative to capture an inventory of all lines of business applications. We are now able to look at applying solid enterprise architecture principles to the application inventory and support best practices such as “reuse before buy”, and “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 improved planning and decision-making. A review of the costing model for IT Services is underway using established principles; we will implement a repeatable costing model, and account for all costs (including overheads) for all IT services.</li> </ul>	
<p><b>2. <u>Priorities:</u></b> Briefly describe what your organization sees as its <b>top IT/IM priorities/initiatives over the next 12 to 36 months.</b></p>	<ul style="list-style-type: none"> <li>• <b>MyAlberta eServices Program</b> – Service Alberta is working with stakeholders to maximize the number of services offered through the website. A three-year roadmap helps 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.</li> <li>• <b>MyAlberta Digital ID Program</b> – 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"> <li>○ 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.</li> </ul> </li> </ul>	

- **MyAlberta Business ID** – Alberta is developing an unverified business identity that will enable business administrators and delegates to interact online with government on behalf of a company.
- Alberta is actively working with Pan-Canadian working groups to establish digital identities for businesses, so they have convenient access to digital services.
- **Common Business Number** – Service Alberta is currently developing the first phase (Search and Retrieval) of the application for the Alberta Common Business Number gateway.
  - The project is on schedule and on budget.
  - This will enable multiple partners to connect to the CRA's Common Business Number service, including Government of Alberta 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** – Alberta's Open Government Portal ([open.alberta.ca](http://open.alberta.ca)) was launched in August 2015 to improve access to government information, data, and publications. The portal contains more than 13,000 datasets and digital publications covering a range of topics including health, energy, and natural resources.
  - Alberta is working with the Government of Canada's Treasury Board Secretariat to federate our portals that will ensure that visitors to the open data portal of Canada will be able to search and download resources available from both jurisdictions.
  - Alberta is adopting the International Open Data Charter that signals our continued commitment to Open Government and Open Data to Canada and the global community. Adoption of this charter provides a mechanism for inter-governmental coordination with other jurisdictions through the creation and alignment of data and information standards for comparability and interoperability. It brings Alberta into an emerging body of national and sub-national governments committed to sharing government data and information online.
  - Alberta is also continuing the implementation of the Enterprise Data Analytics Strategic Plan to better leverage its vast quantities of data and information. Actions to enhance data capabilities in technology, people and processes will allow the discovery, access/sharing, and leveraging of

	<p>government data to provide insight for policy development and improving service delivery across the enterprise. Key to the strategy is the development of a technology platform designed for current data sharing gaps, dynamic visualizations and the future big data/advanced analytics capabilities. Projects are underway to develop dashboards, interactive visualizations and linked data assets that provide data driven insight for policy and decision-making.</p> <ul style="list-style-type: none"> <li>○ Development of a path forward approach to integrate existing traditional BI and analytics solutions with the Enterprise Data Analytics platform that incorporates cloud and on premise solutions.</li> </ul>	
<p><b>3. <u>Showcase/Sharing:</u></b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing</b> in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i></p>	<ul style="list-style-type: none"> <li>● <b>MyAlberta Evacuation Payments System</b> – Other jurisdictions will be interested in Alberta's new approach to disbursing evacuation payments to citizens during a disaster.</li> </ul>	
<p><b>4. <u>Issues and Needs:</u></b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>	<p>Additional information from other jurisdictions in the following areas would be beneficial:</p> <ul style="list-style-type: none"> <li>● Online/Digital Services strategy and development.</li> <li>● Digital Identity management strategy and development.</li> <li>● Online Payment (eCommerce) or online disbursement strategy and development.</li> <li>● Open Data (data analytics and federated model) strategy and development.</li> <li>● Digital wallet or mobile driver's licences strategy and development.</li> <li>● Blockchain use cases, strategies or initiatives.</li> </ul>	