

PSSDC Information-Sharing Template

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

JURISDICTION: Treasury Board of Canada Secretariat, Chief Information Officer Branch		Contact
<p>1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>Service In 2017, TBS finalized the development of the GC Service Strategy, in partnership with key federal government service departments and agencies that have each undertaken consultations with their respective clients and/or public opinion research regarding their services. The GC Service Strategy aims to:</p> <ul style="list-style-type: none"> • ensure that services are designed and delivered in a way that puts clients' needs first; • make the online service experience so easy that users choose the digital path; and • ensure that services are connected to each other so that the Government of Canada can offer a "tell us once" experience, in partnership with other departments and jurisdictions, to minimize how often Canadians are asked to provide the same information. <p>The immediate focus of the Strategy will be on ten work streams arising from key government external service delivery departments. Currently, TBS is working with lead departments to implement and demonstrate improvements in the delivery of key services; implementation results will be reported to Canadians in 2017-18. The GC Service Strategy was acknowledged and communicated in the Clerk's Twenty-Fourth Annual Report to the Prime Minister on the Public Service - https://www.canada.ca/en/privy-council/corporate/clerk/publications/2017-annual-report-landing-page/report.html#toc3</p> <p>Canadian Digital Service (CDS) The Canadian Digital Service (CDS) was launched in July 2017 within the Treasury Board of Canada Secretariat. CDS's mission is to partner with Government of Canada (GC) departments to improve service delivery to Canadians. The creation of CDS was informed by the experiences of other jurisdictions such as the U.K.'s Government Digital Service, U.S.A.'s 18F and U.S. Digital Service, as well as a cross-Canada engagement tour held in 20 cities and 10 provinces and territories in 2016-17.</p> <p>GC Web Renewal In July 2017, it was announced that for the remainder of 2017, the Web Renewal Project team would focus on migrating and improving the web content of 4 institutions: Health Canada, the Canada Revenue Agency, Immigration, Refugees and Citizenship Canada, and Environment and Climate Change Canada. Our targeted migration work is now complete, and as a result, Canada.ca now houses over 70% of the most visited Government of Canada web content.</p> <p>Canada's Digital Interchange (CDI) The federal and P/T governments are working together to develop a pan-Canadian solution for a seamless, secure, scalable digital service to validate identity and share information across boundaries. Two pilots have been initiated. One that will allow the federal government and NS to share digital identity information leading to instant registration to My Service Canada Account (MSCA) or NS Login system. Currently required authorities are being sought and assessing privacy impacts. The other pilot will provide Alberta students with the ability to access the federal Canada</p>	<p>Mélanie Robert Melanie.Robert@tbs-sct.gc.ca</p> <p>Anatole Papadopoulos Anatole.Papadopoulos@tbs-sct.gc.ca</p> <p>Janet Rumball Janet.Rumball@tbs-sct.gc.ca</p> <p>Marc Brouillard Marc.Brouillard@tbs-sct.gc.ca Marc Brouillard Marc.Brouillard@tbs-sct.gc.ca</p>

	<p>Student Loans Program (CSLP) using their MyAlberta Digital ID/Verify. Currently MyAlberta Digital ID/Verify credential is being assessed against the Pan-Canadian Trust Framework standards.</p> <p>Pan-Canadian Identity Trust Framework (PCTF) Development work is led by Identity Management Sub-Committee (IMSC), co-chaired by Mark Brouillard (GC) and Rob Devries (Ontario). In May 2017. The IMSC working group finalized the review draft of the Verified Person Conformance Criteria which are now going into “Alpha Testing” (i.e., validation of the conformance criteria in a program context) in Summer-Fall 2017. In January 2018 alpha testing of the Verified Person Component of the PCTF will commence. The template for the alpha testing guide is completed and will be used to comparatively assess the digital identity programs of the different jurisdictions.</p>	
<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Service TBS is seeking to further its understanding of how and when federal institutions should share information internally, and where legislative barriers exist that may prevent the delivery of more seamless and integrated services. Departmental legislation will be reviewed to consider how to facilitate better sharing of client data across federal government departments in the context of service delivery. At the same time, TBS is working closely with Justice Canada in the context of a review of the <i>Privacy Act</i>.</p> <p>In addition, TBS is developing public reporting to provide an overview of the GC Service Strategy and progress to date.</p> <p>Canadian Digital Service (CDS) A primary role for CDS will be to provide hands-on capacity to help its partners improve digital service delivery and to help scale successful solutions across government. CDS will also work closely with the GC Chief Information Officer and others to help build government-wide digital capacity and provide advice in a number of areas related to service improvement, such as the procurement of digital solutions or the development of policies and standards.</p> <p>Digital Policy TBS established the Digital Policy Division in August 2017 and is currently consulting and collaborating internally and externally on policy work related to digital government transformation.</p> <p>GC Web Renewal Understanding that not all institutions were able to migrate to Canada.ca before December 2017, we are continuing to concentrate our efforts on ensuring that when institutions publish information digitally, Canadians can readily find and easily understand it on all devices. In this light, planning is underway for post-December 2017 and for the next steps in building the government’s online presence, consistent with our commitment to improving the digital experience for Canadians. Together with CDS and other stakeholders, we will work in the open, with an emphasis on the use of open source code, to maximize the impact for users.</p> <p>Canada’s Digital Interchange (CDI) ESDC and TBS continue to work with Alberta on conducting a pilot to accept a My Alberta Digital Identity by My Service Canada Account (MSCA) The pilot has received approval by ESDC governance and the teams are meeting on a regular basis. This pilot is also being used to alpha</p>	<p>Mélanie Robert Melanie.Robert@tbs-sct.gc.ca</p> <p>Anatole Papadopoulos Anatole.Papadopoulos@tbs-sct.gc.ca</p> <p>Sonya Read Sonya.Read@tbs-sct.gc.ca</p> <p>Janet Rumball Janet.Rumball@tbs-sct.gc.ca</p> <p>Marc Brouillard</p>

	<p>test the Verified Person Component of the PCTF. The template for the alpha testing guide is completed and will be completed during the course of the pilot.</p> <p>The revised TB Directive on Identity Management and Standard on Identity and Credential Assurance have been finalized for approval. Currently, The revised policy instruments incorporate new policy definitions and requirements related to accepting trusted digital identities and adoption of trust frameworks. These policy revisions position the GC to accept trusted digital identities from other jurisdictions, namely Provinces and Territories, that are approved using conformance criteria agreed to within the Pan-Canadian Trust Framework (currently in development – see related update).</p> <p>Cyber Authentication Collaborative Procurement The cyber authentication service represents the “User Sign-In” or “Verified Login” component of the Pan-Canadian Trust Framework. The current solution includes a Credential Broker Service and the GCKey credential, providing choice and convenience to clients and enables single sign-on (SSO) to Government of Canada services. As the business owner, TBS-CIOB is working with stakeholders to develop business requirements for an evolved authentication service, as the current contracts expire in 2019. The Invitation to Qualify (ITQ) was issued earlier this year resulting in 4 Qualified Respondents. One-on-One meetings were conducted during the Review and Refine Requirements (RRR) phase and the draft RFP has been shared with the QRs for discussion during the next round of one-on-one meetings.</p>	Marc.Brouillard@tbs-sct.gc.ca
<p>3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? (<i>This information will help in agenda planning for future meetings.</i>)</p>	<p>Canadian Digital Service (CDS) CDS is committed to working in the open, co-creating solutions with partners, and using open source tools. This approach will help replicate solutions, support integration across organizations, and maximize the impact for users. Working in agile and user-centric ways means that CDS can experiment and prototype quickly, test with actual users of a service, and share publicly what worked well and what didn't. With an emphasis on the use of open source code, CDS is committed to sharing solutions with other jurisdictions and partners to help maximize the impact of its work.</p> <p>Over time, CDS will become increasingly involved in horizontal initiatives that span different jurisdictions and sectors. This includes provincial and municipal governments, the private sector, civil tech groups, academia and others.</p> <p>GC Web Renewal All institutions are expected to apply the Canada.ca look and feel to their web presence. The requirements are described in the Canada.ca Content and Information Architecture Specification and the Canada.ca Content Style Guide. By using the templates, it will be easier for Canadians to access information on mobile devices, and if the departmental web content is organized and written according to the Canada.ca style guide, it will be easier for Canadians to find and understand it.</p>	<p>Anatole Papadopoulos Anatole.Papadopoulos@tbs-sct.gc.ca</p> <p>Janet Rumball Janet.Rumball@tbs-sct.gc.ca</p>

<p>4. Issues and Needs: Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>	<p>Service New technologies are shifting citizen expectations of their government, and enable governments to more effectively put citizens at the heart of policies and programs. To improve services while maintaining trust, we are seeking more comprehensive information on citizens' expectations of government to protect personal information while also increasing the availability of digital services and transacting online through information sharing.</p> <p>We look to strengthen our understanding of citizens' changing relationship to technology and their expectations and aspirations for an increasingly open and digital government. Also, we would like to have a better understanding of the type of reporting data (service standards, client satisfaction, etc.) that citizens want to see on service delivery, and the format(s) they would prefer.</p> <p>GC Web Renewal Since 2012, when the Web Renewal project was conceived, Canadians' expectations for communicating digitally have changed significantly – an outcome of an ever-expanding digital landscape. As planning for evolving the government's online presence continues, institutions are reminded of the existing moratoriums on the creation of new websites and on the purchase of web content management, analytics and search solutions, with the following considerations:</p> <ul style="list-style-type: none"> • New content can be added to current websites. • Existing licences can continue to be leveraged for web content management, analytics and search solutions. However, all new procurements must adopt enterprise solutions. • Exceptions must be sought through the GC Enterprise Architecture Review Board <p>CIOC's assistance is being sought with respect to upcoming websites or initiatives that may require an exemption from the moratoriums.</p> <p>Canadian Digital Service (CDS) To best understand the issues and needs of users, rigorous research and testing, sharing lessons learned and building partnerships with other jurisdictions will be a key part of CDS' work.</p> <p>Digital Policy Seeking input from PSCIOC on policy work related to digital government transformation. Seeking partnerships for collaboration on supporting digital policy tools and resources.</p>	<p>Mélanie Robert Melanie.Robert@tbs-sct.gc.ca</p> <p>Janet Rumball Janet.Rumball@tbs-sct.gc.ca</p> <p>Anatole Papadopoulos Anatole.Papadopoulos@tbs-sct.gc.ca</p> <p>Sonya Read Sonya.Read@tbs-sct.gc.ca</p>
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