

## PSCIOC Information Sharing Analysis

February 2021

### Current PSCIOC Priorities:

- Most of the priorities noted in the PSCIOC information sharing documents align with IT/IM priorities of the PSCIOC and those of the Joint Councils highlighted below. Despite the ongoing uncertainty jurisdictions are currently faced with due to the COVID-19 pandemic, FPTM organization within the PSCIOC are leveraging the groundwork completed towards IT/IM goals. The following are primary IT/IM areas jurisdictions are focusing on:



Citizen-Centric Service



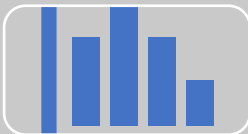
Digital Identity



Research & Strategic  
Intelligence



Digital connectivity during COVID-19 is vital to ensure citizens and businesses are able to access essential services. Many jurisdictions are focusing on **the expansion of high-speed internet in rural, remote and indigenous communities**.



In order to improve service delivery efficiencies, address current challenges and future requirements, some jurisdictions are establishing digital information management and analytics data platforms. Organizations are **leveraging new and modern technologies to enable data assets to be managed and used effectively and efficiently**.



Jurisdictions are evolving and innovating within the Digital Identity Priority. There is progression towards maximizing opportunities to **utilize new technologies, tools and methodologies to support the enhanced and expanded use of the Digital Identity** within Digital Government.



The impact of COVID-19 on cybersecurity continues to be a concern for all levels of government. The increasing threat of hackers using COVID-19 as bait requires cyber security practices to protect systems, networks, and programs. All jurisdictions are **enhancing cyber security strategies alongside their digital transformation efforts** to prevent electronic information from hackers.



Jurisdictions are deploying **cloud-based solutions to deliver desktop access securely and reliably** for those required to work remotely. Procurement for cloud infrastructure services is a priority for many governments.

### Showcasing Jurisdictional Accomplishment:

- In the Winter 2021 PSCIOC information sharing documents, FPTM organizations showcased current and ongoing initiatives and deliverables within their jurisdictions. The following list demonstrates notable accomplishments:

Jurisdiction	Key Accomplishments		
<b>TREASURY BOARD OF CANADA SECRETARIAT (TBS)</b>	<ul style="list-style-type: none"> <li>- Enterprise Strategic Planning: Refreshed the GC Digital Operations Strategic Plan (DOSP) to advance the GC's digital vision in 2021–2024, taking to heart the GC Digital Standards</li> <li>- Digital Enablement: Developed a Tell Us Once Report to validate citizen's expectations and identify the best technological solutions</li> </ul>	<ul style="list-style-type: none"> <li>- Cyber Security</li> <li>- Digital Government Partnerships <ul style="list-style-type: none"> <li>o <i>Digital Nations</i></li> <li>o <i>Greening Government IT</i></li> <li>o <i>Gender and Technology</i></li> </ul> </li> <li>- Information and Privacy Policy Division</li> </ul>	<ul style="list-style-type: none"> <li>- Digital Policy: The Government of Canada published a Guideline on Service and Digital, an interpretive tool designed to support department understand the policy requirements under the Policy and Directive on Service and Digital</li> <li>- Open Government</li> <li>- Security Policy Division</li> </ul>
<b>ALBERTA</b>	<ul style="list-style-type: none"> <li>- Enterprise Resource Planning (ERP) – One Government eXperience (1GX)</li> <li>- Microsoft Cloud Services – Microsoft 365</li> <li>- Cybersecurity Services</li> <li>- Cloud Strategy and Cloud Enablement</li> <li>- Data Analytics, Process Automation and Artificial Intelligence</li> </ul>	<ul style="list-style-type: none"> <li>- Alberta Digital Innovation Office</li> <li>- Freedom of Information and Protection of Privacy</li> <li>- Information Management</li> <li>- MyAlberta Enterprise Solutions</li> <li>- Remote Working</li> </ul>	<ul style="list-style-type: none"> <li>- Service Management Platform Implementation</li> </ul>
<b>BRITISH COLUMBIA</b>	<ul style="list-style-type: none"> <li>- Network Communication and Collaboration Services</li> <li>- Service Management</li> <li>- Hosting Services</li> <li>- Workplace Technology Refresh Program (WTRP)</li> <li>- Information Security</li> </ul>	<ul style="list-style-type: none"> <li>- Supporting BC Election 2020</li> <li>- Enterprise Services 2020</li> <li>- BC Developers Exchange</li> <li>- Digital Response Network – COVID 19</li> <li>- Cloud Services</li> <li>- Digital Investment Modernization</li> <li>- Information Communication Technologies</li> </ul>	<ul style="list-style-type: none"> <li>- COVID-19 PPE Supply Chain Portal</li> <li>- BC Service Card &amp; Digital Identity</li> <li>- Services to Business</li> <li>- Digital Experience</li> <li>- Connectivity (Expansion of High-Speed Internet in Rural, Remote and Indigenous Communities)</li> </ul>
<b>MANITOBA</b>	<ul style="list-style-type: none"> <li>- Web Tools for Manitobans: Since the pandemic, BTT of the department of Central Services has developed 18 web tools available for Manitobans in support of government's pandemic response</li> </ul>	<ul style="list-style-type: none"> <li>- Robotic Process Automation: BTT worked with COVID-19 Testing Task Force in improving the overall COVID-19 testing turnaround time by implementing Robotics Process Automation (RPA) at Cadham Provincial Laboratory.</li> </ul>	<ul style="list-style-type: none"> <li>- Digital ID Proof of Concept: Manitoba developed a proof of concept (POC) for digital ID to establish the foundation to offer more services online and eliminate the requirement for in-person visits to verify a person's identify.</li> </ul>

<b>NEW BRUNSWICK</b>	<ul style="list-style-type: none"> <li>- Digital Transformation Team (DTT)</li> <li>- Enterprise Resource Planning (ERP)</li> <li>- Digital Identity (ID)</li> <li>- Security Operations Centre</li> <li>-</li> </ul>	<ul style="list-style-type: none"> <li>- Privacy: key initiatives: a new GNB Protection of Privacy Policy, a new community of practice forum for privacy practitioners, currently piloting a privacy maturity assessment tool/approach, OCIO provided privacy advice/support on COVID related initiatives</li> </ul>	<ul style="list-style-type: none"> <li>- The Cyber Strategy has been finalized</li> <li>- Telecom Strategy</li> <li>- Threat Driven Risk Assessment</li> <li>- Cyber Maturity Assessment</li> <li>-</li> </ul>
<b>NEWFOUNDLAND &amp; LABRADOR</b>	<ul style="list-style-type: none"> <li>- Digital Government Program</li> <li>- (Covid) Business/Community Service Organization Assistance Program</li> <li>- Commercial Vehicle and Bus Inspections</li> <li>- PeopleSoft</li> <li>- (Covid) Artist Support Program</li> <li>- Clarity Project and Portfolio Management System (PPM) Integrations</li> <li>- Priority Skills NL</li> </ul>	<ul style="list-style-type: none"> <li>- Database Lifecycle Management Packs :</li> <li>- Decommissioning</li> <li>- Application Portfolio Assessment : Finalized Phase II of the Application Portfolio Assessment which is focused on priorities for modernization of OCIO applications.</li> <li>- Self-Service Initiative</li> </ul>	<ul style="list-style-type: none"> <li>- Zoom Adoption</li> <li>- Data Backup Migration : OCIO's critical server and storage infrastructure had grown significantly since the original sizing and implementation of our data backup system.</li> <li>- Cyber Security Month : OCIO's annual cyber security awareness and education</li> </ul>
<b>NORTHWEST TERRITORIES</b>	<ul style="list-style-type: none"> <li>- eService Program - Development</li> <li>- Enterprise Architecture Framework <ul style="list-style-type: none"> <li>o Staffed EA Position</li> <li>o Undertook planning workshop to develop an EA framework</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- Enterprise I&amp;T Risk Management Framework: Preliminary work to design an enterprise I&amp;T risk management framework and methodology.</li> </ul>	
<b>NOVA SCOTIA</b>	<u>Pandemic Response initiatives:</u> <ul style="list-style-type: none"> <li>- COVID Assessment Centres</li> <li>- Online Appointment Booking</li> <li>- COVID Immunization</li> <li>-</li> </ul>	<u>Other Key Accomplishments:</u> <ul style="list-style-type: none"> <li>- Network Modernization</li> <li>- Cloud Based VDI</li> <li>- Implemented a direct shipping and consolidated billing model for end point devices.</li> </ul>	
<b>ONTARIO</b>	<p>Accomplishments were listed under the following areas:</p> <ul style="list-style-type: none"> <li>- Enterprise</li> <li>- Central Agencies I&amp;IT Cluster (CAC)</li> <li>- Cyber Security Division (CSD)</li> <li>- Children, Youth and Social Services Information and Information Technology Cluster (CYSSC)</li> </ul>	<ul style="list-style-type: none"> <li>- Health Services I&amp;IT Cluster (HSC)</li> <li>- Information, Privacy and Archives Division (IPA)</li> <li>- Infrastructure Technology Services (ITS)</li> <li>- Justice Technology Services (JTS)</li> <li>- Community Services I+IT Cluster (CSC)</li> <li>- Government Services Integration Cluster (GSIC)</li> </ul>	<ul style="list-style-type: none"> <li>- Land and Resources, I&amp;IT Cluster (LRC)</li> <li>- Labour &amp; Transportation</li> <li>- I&amp;IT Cluster</li> <li>- (LTC)</li> <li>- Ontario Digital Services (ODS)</li> </ul>

<b>PRINCE EDWARD ISLAND</b>	<ul style="list-style-type: none"> <li>- Travel Screening</li> <li>- Online Driver's License Renewal: TSS is working with the Director of Highway Safety Division to implement online renewal for Driver Licenses. This will enable citizens to complete one license renewal on-line.</li> <li>- Microsoft O365 Implementation</li> <li>- Building Permits</li> </ul>	<ul style="list-style-type: none"> <li>- Pandemic Response: Application Support and the Web Digital Office has worked to support the Province of PEI and all COVID-19 relief initiatives</li> <li>- Chronic Disease Registry Program</li> <li>- Spectrum Application (Web-Based) Push Out to Health PEI Users Desktops</li> <li>- GIS Infrastructure Initiative</li> <li>- ITSS Strategic Plan</li> <li>- Digital Strategy and Digital Standards</li> <li>- Cloud Connectivity</li> <li>- Unified Communications</li> </ul>	<ul style="list-style-type: none"> <li>- Wireless LAN Expansion</li> <li>- Telephone System Migration (Bell to Eastlink)</li> <li>- Hurricane Dorian Response</li> <li>- Service Center Software Update</li> <li>- PEI Museum and Heritage Foundation, Collection Management System Implementation</li> <li>- Security Information and Event Management</li> </ul>
<b>QUÉBEC</b>	<ul style="list-style-type: none"> <li>- Government digital transformation strategy</li> <li>- Cyber security</li> <li>- Artificial intelligence</li> <li>- Digital identity</li> <li>- Management of government digital data</li> </ul>		
<b>SASKATCHEWAN</b>	<ul style="list-style-type: none"> <li>- Rapid development and deployment of Work from Home service and support. The Covid19 situation required reprioritization of activities to enable Work from Home for Government's IT Users.</li> </ul>	<ul style="list-style-type: none"> <li>- Completed High Level business case to support a new enterprise ERP system. The Enterprise Business Modernization project is now fully resourced to develop detailed business cases, plans and implementation roadmap for an integrated cloud-based solution.</li> </ul>	<ul style="list-style-type: none"> <li>- Our Cyber Security program continues to be implemented to ensure Government's IT security model is modernized, fully supported, and enabled to secure Government's IT/IM assets including Crown Jewels.</li> <li>- Transitioning of Oracle support to 3<sup>rd</sup> party support provider Rimini. This transition has generated significant savings.</li> </ul>
<b>YUKON</b>	<ul style="list-style-type: none"> <li>- Security Operations Centre (SOC)</li> <li>- eProcurement platform: Launched new eProcurement platform through cloud service - Bids &amp; Tenders</li> <li>- Digital Marketplace: We have taken advantage of BC's open source approach to their online digital marketplace to launch our own Yukon version</li> </ul>	<ul style="list-style-type: none"> <li>- Digital Approvals &amp; eSignature</li> <li>- Multi-factor authentication (MFA) <ul style="list-style-type: none"> <li>o Accelerated implementation of Azure MFA portal</li> <li>o 2 FA for employee remote access to a number of systems</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>- ATIPP: New (re-written) ATIPP Act was passed by Legislature in Fall 2019. Act proposed to come into force April 1<sup>st</sup> 2021</li> </ul>

## Issues & Needs:

- The information sharing template offers an opportunity for jurisdictions to document any service delivery issue(s) or need(s) that are currently being experienced. Sharing this information enables interjurisdictional collaboration amongst the PSCIOC to support problem solving and learning to address challenges and advance goals (i.e. the exchange of best practices, lessons learned, and pilots).
- In the Winter 2021 PSCIOC information sharing documents, FPTM organizations identified specific areas where interjurisdictional collaboration would be beneficial. The predominant areas mentioned by jurisdictions have been grouped into the following themes:

- What approaches are jurisdictions using to overcome the legislative barriers and privacy implications regarding Digital Identity?
- There is interest to learn more about the following areas: policy framework, benefits realization (i.e. efficiency, monetization opportunities), governance model, public-private collaboration model, conducting and promoting public consultations.

### Digital Identity



- Jurisdictions are implementing cloud-based solutions by moving data, applications and other business elements to a cloud computing environment. How are organizations improving capabilities to monitor how information and data assets are used in the cloud, by whom, and when? What mechanism are in place to fast-track the approval and procurement of cybersecurity controls and tools in the event of active cyber-attacks or cyber threats?

### Cloud Migration



- Due to the focus on digital services delivery and the need to deliver solutions, how are jurisdictions attracting and retaining top talent?
- What are the challenges and best practices to recruit and retain in-demand work streams and functions (e.g. Cybersecurity, Enterprise Architecture, Artificial Intelligence (AI), and Product Management)?

### Talent Management & Development



- What are the experiences across jurisdictions regarding building strategic, operational, and business plans during the COVID-19 pandemic? Jurisdictions are seeking insights around how public sector information technology (IT) organizations are:
- Adapting to major disruption to government planning cycles
- Developing IT plans in the context of changing circumstances where priorities are constantly shifting.

### Planning During COVID-19 and beyond



- Chatbot technology is a strategic initiative across several jurisdictions to enable the digital transformation of services. What has been the experience implementing chatbot to generate a positive return on investment?

### Chatbot Technology Enablement



- There is continued effort to make tangible improvements to the service experience of citizens. Jurisdictions would be interested in business cases and/or case studies that examines the effectiveness of virtual assistants in service delivery, the cost/benefit analysis, and return on investment (ROI).

### Digital Experience



**Background:**

- Public Sector Chief Information Officer Council (PSCIOC) information sharing practice enables member jurisdictions (Federal, Provincial, Territorial, and Municipal) to exchange key information regarding organizational accomplishments, priorities, issues/needs, and topics of interest.
- Information sharing helps stimulate nation-wide networking, innovation and growth across member jurisdictions. This is done by:
  - ⇒ Providing the opportunity for jurisdictions to showcase current and ongoing work.
  - ⇒ Documentation of lessons learned that may be of interest.
  - ⇒ Promoting transparency across various governments.
- The ICCS secretariat coordinates jurisdictional information sharing efforts across the PSCIOC Council:
  - ⇒ Prior to all PSCIOC Council in-person meetings, member jurisdictions are provided with an information sharing template.
  - ⇒ Jurisdictions are required to complete the template and return it to the ICCS secretariat.
  - ⇒ The ICCS secretariat houses the completed documentation in a central and secure location (the Citizen First members online webpage) to enable easy access to members. **Note:** The Information collected cannot be shared without the approval of the member jurisdiction.
- For the February 2021 PSCIOC Council virtual meetings, a total of **13** information sharing documents were received.

**For more information regarding the PSCIOC Council information sharing and all other inquiries, please contact:**

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