

PSSDC Information-Sharing Template – September 2018

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

JURISDICTION:	Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<div data-bbox="453 305 1650 678"> <p>Digital Policy and Services</p> <ul style="list-style-type: none"> Published an overview of the Government of Canada's Service Strategy on open.canada.ca in June 2018. Published as open data an inventory of services spanning 11 federal government departments. Established a TBS team to lead an exercise over the next year to identify and address key policy and legal challenges that have an impact on the delivery of “tell us once” Government of Canada services. Developed a new “Directive on the Business Number (BN)” effective April 1, 2018 requiring federal departments and agencies to use the BN as the common standard identifier for businesses operating in Canada. This will advance GC efforts to deliver seamless services to business. </div> <div data-bbox="453 735 1650 1222"> <p>Digital Enablement</p> <ul style="list-style-type: none"> Established a OneGC omni-channel service vision where citizens can access any government service digitally, on any platform, using any device, and through any partner (OneGC video). Advanced the use of voice assistant technology in the GC through the development of 4 Amazon Alexa GC service prototypes and documentation of lessons learned. Established the Open Accessible Digital Workplace (OADW) vision to develop an integrated network of universally accessible digital services that enable government and citizens to share information and work together to create a better outcomes for the citizens. Launched GCcollab wiki, wiki.gccollab.ca, a public wiki hosted by the Government of Canada to facilitate collaboration and knowledge sharing between public servants and citizens. Launched GCcollab Message instant messaging pilot, to test open-source messaging application (Rocket Chat), which connects public servants to each other and to citizens. Report on pilot will be presented to GC Enterprise Architecture Review Board (GCEARB) at the end of FY 2018-2019. </div> <div data-bbox="453 1279 1650 1515"> <p>Cloud-based Services</p> <ul style="list-style-type: none"> Published an updated Cloud Adoption Strategy, Data Sovereignty White Paper, and Direction on Electronic Data Residency in March and July 2018 to improve online service delivery. The updated version of the SPIN for the Secure Use of Commercial Cloud Services was published in July 2018. This document sets out guidance to assist organizations in understanding their responsibilities for securing, managing, and using cloud services. </div> <div data-bbox="1671 305 2003 378"> <p>Sonya Read Sonya.Read@tbs-sct.gc.ca</p> </div> <div data-bbox="1671 735 2003 808"> <p>Owen Teo Owen.Teo@tbs-sct.gc.ca</p> </div> <div data-bbox="1671 1255 2003 1352"> <p>Natalie.McGee Natalie.McGee@tbs-sct.gc.ca</p> </div> <div data-bbox="1671 1385 2003 1474"> <p>Imraan Bashir Imraan.Bashir@tbs-sct.gc.ca</p> </div>

	<ul style="list-style-type: none"> The GC Security Control Profile for Protected B was also updated. This document provides a recommended set of baseline controls for cloud. A new document was also published called the GC Cloud Security Risk Management Approach and Procedures document which describes the authorities, approach, and procedures to ensure that risks are effectively addressed when using cloud services. Invitation to Quality for GC Cloud Services was published in Sept 2018. This supply arrangement will enable GC departments and agencies to access cloud services that can support up to Protected B workloads. <p>Collaboration Tools</p> <ul style="list-style-type: none"> Published the Direction on Enabling Access to Web Services: Policy Implementation Notice which provides direction to departments on enabling access to web services, in accordance with the Policy on Acceptable Network and Device Use <p>HTTPS Everywhere Directive</p> <ul style="list-style-type: none"> Published the Direction for Implementing HTTPS for Secure Web Connections: Information Technology Policy Implementation Notice (ITPIN) to direct departments to implement Hypertext Transfer Protocol Secure (HTTPS) for web connections <p>Secure Enablement of Digital Services</p> <ul style="list-style-type: none"> Acquired funding in Budget 2018 to provide the secure foundation required for a digital government. Funding includes initiatives for secure cloud enablement and defence, endpoint security and secure communication for classified information. <p>Update GC Cyber Security Event Management Plan (GC CSEMP)</p> <ul style="list-style-type: none"> Published an updated GC Cyber Security Event Management Plan in 2018 to ensure the plan reflects the 2017 draft Policy on Government Security, better articulates event escalation and de-escalation processes and updates roles and responsibilities 	<p>Imraan Bashir Imraan.Bashir@tbs-sct.gc.ca</p> <p>Imraan Bashir Imraan.Bashir@tbs-sct.gc.ca</p> <p>Imraan Bashir Imraan.Bashir@tbs-sct.gc.ca</p> <p>Imraan Bashir Imraan.Bashir@tbs-sct.gc.ca</p>
<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Digital Policy and Services</p> <ul style="list-style-type: none"> Publish the first report on GC Service Strategy implementation in the Fall 2018. The report will provide an overview of the Strategy as well as progress made on key initiatives. Develop a single Digital Policy, including integrating and evolving the Treasury Board Policies on Service, Information Technology, and Information Management, and elements of cybersecurity, in order to support the transition into the digital era. This results-based policy transformation is guided by the GC Digital Standards and ultimately seeks to improve government operations and service delivery. Complete the exercise underway to identify and address key policy and legal challenges that have an impact on the delivery of “tell us once” Government of Canada services Update the TBS Guideline on Service Management to reflect recent changes in the service management landscape and ensure alignment with the forthcoming Digital Policy. Continue to collect data from service departments on their progress in three areas: service standards; client satisfaction; and modernizing government service. Monitor progress in this area through the annual Management Accountability Framework assessments. 	<p>Sonya Read Sonya.Read@tbs-sct.gc.ca</p>

	<p>Digital Identity</p> <ul style="list-style-type: none"> Publish GC Digital Identity Strategy and continue implementation of Pan-Canadian Trust Framework by furthering the consumption of provincial digital identities by federal services. <p>Digital Enablement</p> <ul style="list-style-type: none"> Partnerships: pursue next generation service delivery solutions via partnering activities between the GC and other jurisdictions. Present GCcollab message instant messaging pilot report to GCEARB at the conclusion of the pilot (April 2019). <p>Cloud Computing</p> <ul style="list-style-type: none"> Establish a GC-wide supply arrangement that will enable departments to access cloud services to support up to Protected B information systems <p>EnGarde 2018 Cyber Security Table Top Exercise</p> <ul style="list-style-type: none"> Conduct tabletop exercise to test the updates to the GC CSEMP, educate participants on the incident management frameworks and roles and responsibilities, and identify further updates required within the GC to enhance interdepartmental cooperation 	<p>Imraan Bashir Imraan.Bashir@tbs-sct.gc.ca</p> <p>Owen Teo Owen.Teo@tbs-sct.gc.ca</p> <p>Imraan Bashir Imraan.Bashir@tbs-sct.gc.ca</p> <p>Imraan Bashir Imraan.Bashir@tbs-sct.gc.ca</p>
<p>3. Showcase/Sharing: 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? (This information will help in agenda planning for future meetings.)</p>	<p>Digital Enablement</p> <ul style="list-style-type: none"> GCcollab.ca is open to students and academics from all Canadian universities and colleges as well as federal, provincial, territorial and municipal public servants. GCcollab wiki is open to the public and anyone can read the site without a login. Registered users can contribute and invite any partner to join in order to collaborate online. <p>Digital Identity</p> <ul style="list-style-type: none"> We are currently alpha testing the PCTF and also using an assessment process to formalize the acceptance of trusted digital identities as provided by the Province or Territories. 	<p>Owen Teo Owen.Teo@tbs-sct.gc.ca</p> <p>Imraan Bashir Imraan.Bashir@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>Digital Policy and Services</p> <ul style="list-style-type: none"> TBS will continue to seek feedback from multiple levels of government, external organizations, and individuals as the Digital Policy is developed and implemented, and would welcome any thoughts on topics of client information sharing and protection; service standards and real-time performance; and measurement of client satisfaction. 	<p>Sonya Read Sonya.Read@tbs-sct.gc.ca</p>