

## **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*

<b>JURISDICTION:</b>		<b>Contact</b>
<b>1. Accomplishments:</b> Briefly highlight <b>major service delivery accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction <b>over the past 6-12 months.</b>	<p><u>Business Number (BN):</u> 20 federal departments representing 109 services are using the BN as a standard identifier. 26 agreements are in place to use the BN and access the BN web validation service developed by CRA. 11 departments are now connected to the service (e.g., ESDC, ECCC, Heritage, ISED and VAC). The legal requirements to move forward on adoption have been communicated to all departments.</p> <p><u>Digital Office:</u> ISED has established a Digital Lounge, offering “on-the-spot” help to make full use of digital tools in the workplace, in order to ultimately improve service delivery outcomes. Productivity tools, including Office 365 on the cloud, allow employees to access emails, files and schedules from anywhere at any time.</p>	Vidya ShankarNarayan
<b>2. Priorities:</b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b>	<p><u>Mobile Channel for Small Business:</u> The department will accelerate digital services by introducing an authenticated mobile service to small business. This will make it easier for SMEs to access the government service or program they need from the palm of their hand. It will also enable government to push tailored programs and services to a business based on profile and relevance.</p> <p><u>ISED’s Digital Innovation Lab:</u> ISED is developing its Digital Innovation Lab as a key resource to connect with Canada’s public and private innovation ecosystem. It will leverage its footprint at Bayview Yards to engage innovators, entrepreneurs and start-ups. The Lab will accelerate co-creation with small business, providing exposure to new technologies and exploring their potential for better government services. This approach supports ISED’s digital service delivery transformation.</p> <p><u>Business Number:</u> In collaboration with CRA, ISED will continue to drive BN adoption across the federal landscape in alignment with the new Directive on the BN, which states that federal departments and agencies use the BN “as the standard identifier of businesses for all transactions between the businesses and their department or agency, by no later than April 1, 2020.” ISED will launch a Government of Canada API Store with a BN API that will enable departments to connect to the Web Validation Service by the end of 2019.</p> <p><u>Digital Identity:</u> ISED is leading the verified organization components of the Pan-Canadian Trust Framework, a set of standards that allow governments to trust each other’s identity validation processes. Proofs of concepts will be developed to test out elements of the Pan-Canadian Trust Framework.</p> <p><u>Journey Mapping:</u> Using journey mapping as a tool to understand how businesses interact with ISED services and how they experience these services will help ISED bring an outside-</p>	Vidya ShankarNarayan

	in perspective to accelerate ISED's digital service transformation agenda to meet business needs and expectations. Through key personas, this work will create much needed insights into business pain points which will be channeled into opportunities for improved service delivery.	
<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>	<u>Mobile Channel</u> (see description in "Accomplishments")  <u>Digital ID:</u> Proof of concept with Saskatchewan and proposed pilots with Ontario and BC  <u>Digital Office</u> (see description above in "Accomplishments")	Vidya ShankarNarayan
<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.	Coordination of similar activities across governments to avoid duplication.	Vidya ShankarNarayan