

PSSDC Service to Business (S2B) Working Group Update

2019/20 PRIORITIES & NEXT STEPS

FEBRUARY 28, 2019

OTTAWA

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Purpose

- Provide an update on S2B Working Group's 2018/19 priorities.
- Propose priorities for 2019/20.
- Seek the views of members.

2018/19 Priorities

Expedited Business Services (EBS)

- The purpose of the EBS project was to support entrepreneurs to start and grow businesses easier and faster with a “Tell Us Once” information model.
- In February 2018, PSSDC agreed that the EBS vision, as articulated in the 2017 Pan-Canadian EBS Solution Call to Action, is not viable at this time due to existing barriers and gaps.

BN Playbook

- The purpose of the playbook is to provide information to jurisdictions to help them either initiate or accelerate BN Adoption.
- Promotion of the playbook will support incremental adoption of the business number that will reduce red tape for business start-ups as well as existing businesses.
- DMs’ Table directed the Public Sector Service Delivery Council to accelerate the mandatory adoption of the Business Number (BN).

Business Number Playbook

- The BN Playbook provides insights into BN adoption and operations for practitioners, including;
 - An overview of the BN;
 - BN models, considerations and step-by-step guides for adopting the BN;
 - Tools and checklists;
 - Best practices; and
 - Other relevant content based on the experiences of participating jurisdictions.



Lessons Learned

Playbook Development

- Ensure that the vendor selected to develop the Playbook provides detailed stakeholder consultation/research, analysis and written plan with specific timelines and milestones.
- Need to ensure Playbook is structured in a way to be easily updated.
- Create a validation and review process in place to review specific jurisdictional contributions.
- Have regular weekly updates for the co-chairs, and weekly touchpoint meetings between the vendor and project management team as well as semi-regular briefings by the vendor to ensure requirements are being delivered.

Governance

- Ensure a formal clarification of roles and responsibilities, between the co-chairs, between the co-chairs and the working group and between the working group and ICCS/PSSDC be outlined and understood right from the inception of the project.

Engagement

- Create a validation and review process in place to review specific jurisdictional contributions.
- Regular weekly updates for the co-chairs, and weekly touchpoint meetings between the vendor and project management team as well as semi-regular briefings by the vendor to ensure requirements are being delivered.

BN Playbook Engagement Plan

Communications Objectives and Expected Results

- Create awareness of the Business Number Playbook within jurisdictions.
- Improve understanding of government's sustained efforts to make it easier for businesses to succeed through step-by-step guides for adopting the BN, tools, checklists and best practices.
- Promotion of the BN Playbook that will support incremental jurisdictional adoption and expansion of the business number that will reduce red tape for business start-ups as well as existing businesses.

Target Audiences

- Business owners, senior government executives, practitioners, elected officials, key influencers (domestically and internationally) and relevant business publications.
- Design and delivery teams within government responsible for making improvements to services to business.

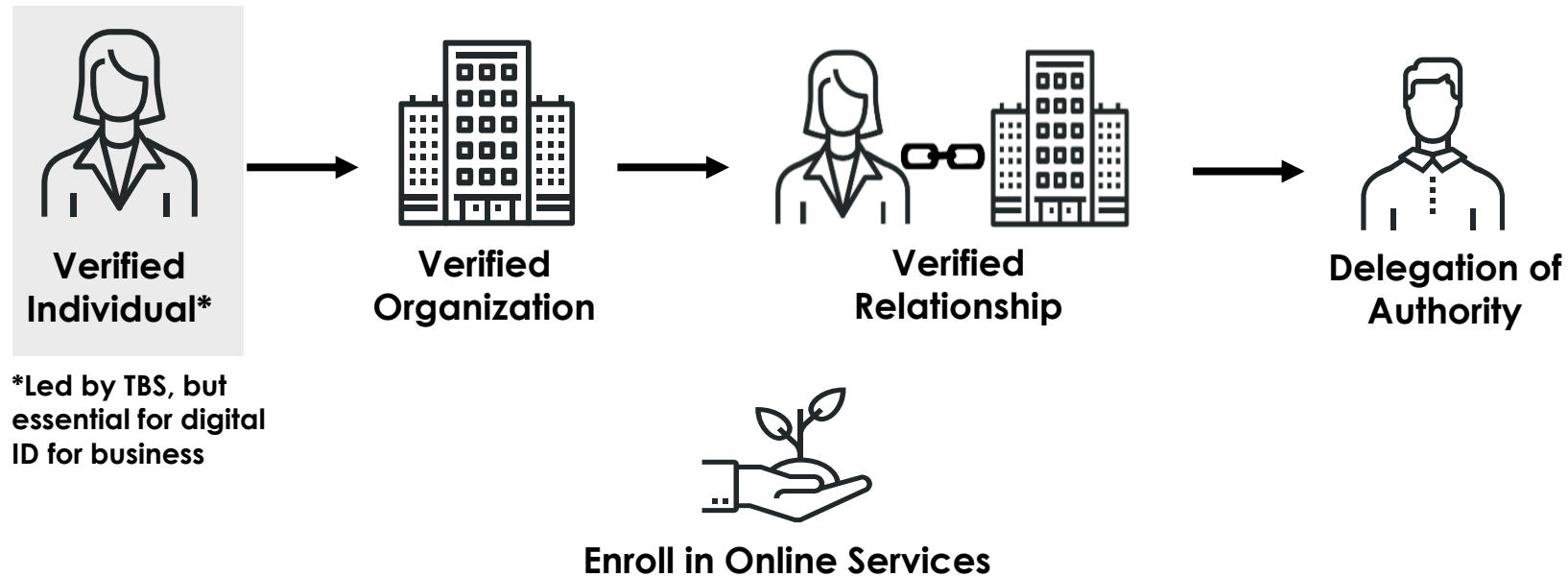
Strategic Approach

- Integrated marketing and communications strategy to launch March 2019.
- Implementation of plan to be led by co-chairs of the F-P/T PSSDC Service to Business Working Group and their respective teams within their jurisdictions.
- Publish the BN Playbook on the website of the Institute for Citizen-Centred Service (ICCS) for internal government audiences and in relevant publications (i.e. Canadian Government Executive, Canadian Business).

Proposed 2019/20 Priorities

- Update the BN playbook and ensure it can be easily adapted in order to stay relevant for adopters.
- Continue internal engagement on the BN Playbook.
- Explore external communications for BN adoption by businesses.
- Reconsider S2B priorities as digital identity solutions come online.

Why Digital Identity is Important for Service to Business



S2B Priorities As Digital Identity Solutions Come Online

- Awaiting the Joint Councils' Declaration on Digital Identity.
- Multiple initiatives related to digital identity across jurisdictions.
 - See [Annex A - Digital Identity Inventory](#)
- Need to consider what needs to be done in order to ensure S2B is ready as these solutions are operationalized.

Discussion

- Have we identified the right priorities for 2019/20?
- Are there additional aspects to consider?

Annex A: Digital Identity Inventory

- Gathers information about initiatives related to the digital identity work conducted by members of the PSSDC committees and working groups.
- The Inventory includes;
 - Scope
 - Title
 - Major stakeholders
 - Objective
 - Estimated timeline

FPT/Provincial	Digital ID Initiative	Outcomes for Clients	Major Stakeholders	Description
F/P/T	MyAlberta Digital ID Program	Clients leverage a provincial trusted digital identity to enroll into federal programs	AB, TBS, and ESDC	<p>The province is leading a pilot to experiment the federal acceptance of a provincial Trusted Digital Identity in accordance with the Pan-Canadian Trust Framework (PCTF).</p> <p>The MyAlberta Digital ID (MADI) Pilot will streamline the federal My Service Canada Account (MSCA) registration process for Alberta clients by relying on an approved Trusted Digital Identity from a province (MADI) instead of a federal credential and identity enrolment process. Clients will require fewer usernames and passwords and receive real-time access to benefits and services.</p> <p>Timeline: Q1 2019</p>
F/P/T	Voov Digital Identity Proof-of-Concept (PoC)	Business to Government digital interactions are simplified, reducing administrative burden	SK, CRA, ISED	<p>Through the Build in Canada Innovation Program, the digital identity PoC will prove the viability of testing several use cases in a federal context as well as concepts from the Pan-Canadian Trust Framework, using the CitizenOne solution (e.g., use of identities from existing and emerging identity validation services, establishing an online account, verifying an organization, verifying relationship and authority to act on behalf of a VO, enroll in a federal service to business, and delegate authority).</p> <p>Timeline: Q1 2019</p>
F/P/T	Verified Organizations Network (VON)	Businesses will be able to reduce administrative burden linked to validating a business	BC, ON, PSPC and Corporations Canada	<p>BC is piloting the use of Blockchain to develop a VON, which will allow openly-accessible information (e.g., claims) about a business to support identity proofing processes. These “verifiable claims” would confirm information on a business such as having an up-to-date health licence (e.g., business is federally incorporated or holds a valid permit, etc.).</p> <p>Timeline: Ongoing</p>

Annex B: EBS - Working Towards a Common Vision

Jurisdictions have either launched or are in the process of launching programs and services that are on the spectrum of integrated service bundling for businesses, which **build towards the EBS vision**.

LAUNCHED



Small Business Access



BC Registry
Services

OneStop Business Registry



Business Start-up Service Online



BizPaL



Business Registration Online

IN DEVELOPMENT



Business
Registration
Modernization



TheOrgBook
(VON)



Single Digital
Identity,
Authentication, and
Management



Multi-Jurisdictional
Registry Access
Service

Annex B: EBS | Working Towards a Common Vision (cont'd.)

Service	No Wrong Door	Compliance Info Collection	Enhanced Confidence & Trust	BN Adoption	Inter-jurisdictional Info Flow	System Inoperability
OneStop Business Registry (BC)	✓	✗	✓	✓	✓	✓
TheOrgBook (BC)	✓	✗	✓	N/A	✓	✓
BizPal (CAN)	✓	N/A	✓	N/A	✗	✓
SDIAM (CAN)	✓	✓	N/A	TBD	✓	✓
MRAS (CAN)	✓	✗	✓	✓	✓	✓
BRO (CAN)	No response received					
Business Start-up Bundle (CAN)	✓	✓	✓	✓	✗	✓
Small Business Access (ON)	✓	✗	✓	N/A	✗	✗
ONBIS (ON)	✓	✓	✗	✗	✓	✓