

Strategy Public Sector Service Delivery Council (PSSDC) Information-Sharing Template – February 2019

Information Sharing is collected for the purpose of the PSSDC Meeting of February 2019.

Information contained in this document cannot be shared without the approval of the member jurisdiction (author).

JURISDICTION:		Contact
1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	Digital Policy and Services <ul style="list-style-type: none"> In March 2018, Treasury Board (TB) approved targeted amendments to the TB Policies on Information Management (IM) and Information Technology (IT). These changes will help departments position themselves for the government's broader digital vision by enhancing IT governance and oversight, supporting cloud services, strengthening cyber security, enhancing the role of CIOs in government, and developing the IT community for the future. In April 2018, a new "Directive on the Business Number (BN)" was developed, requiring federal departments and agencies to use the BN as the common standard identifier for businesses operating in Canada. In May 2018, the Digital Policy Services group launched public consultations on the development of a single TB Digital Policy, in the open. This will replace the existing Treasury Board administrative policies on service, IT, IM and incorporate elements of cyber-security. Subsequently, two <i>What We Heard Reports</i> were published to communicate the public and federal public service feedback received. Consultations will continue in winter 2019. In July 2018, the <i>Financial Administration Act</i> was amended to elevate the role of the CIO of Canada to the rank of a Deputy Head to ensure strong leadership within the Government of Canada for the management of IT and IM. In fall 2018, the CIO of Canada along with the Chief Statistician, and the Deputy Secretary to Cabinet (Results and Delivery) submitted a report to the Clerk of the Privy Council entitled "A Data Strategy Roadmap for the Federal Public Service", to support a more strategic use of data. The Clerk released the report publicly on November 23, 2018. Implementation strategies are being developed. In December 2018, the CIO of Canada amended the Directive on the Management of IT to clarify governance requirements for the Government of Canada Enterprise Architecture Review Board (GC EARB), establish an architectural assessment framework and introduce criteria for Application Programming Interfaces (APIs). An inventory of services, spanning 11 federal government departments, was published as open data. 	Sonya Read Sonya.Read@tbs-sct.gc.ca
	Open Government <ul style="list-style-type: none"> 16 out of 22 commitments in Canada's Third Biennial Plan to the Open Government Partnership (2016-2018) were fully implemented and Canada's Fourth National Action Plan on Open Government, 2018-2020, was published on December 17, 2018. A federated open data search pilot with the Government of Alberta was successfully implemented, allowing Canadians to search Government of Canada and Government of Alberta data through a single, common search portal. Following the implementation of this pilot, the traffic on the Government of Alberta Portal has more than doubled. Canada has become lead government co-chair of the OGP for 2018-2019. Canada has identified three key priority areas to guide its tenure: inclusion, participation, and impact. 	Melanie Robert Melanie.Robert@tbs-sct.gc.ca

	<ul style="list-style-type: none"> • A new multi-jurisdictional work plan for the Canada Open Government Working Group is being developed, with deliverables including standardizing high value datasets, promoting open data literacy, expanding the federated open data search, fostering the adoption of the international open data charter and developing pan-Canadian principles for open government engagement. • Memorandum of understanding signed with the Government of Argentina to share best practices on open government and support peer learning. <p>Access to Information</p> <ul style="list-style-type: none"> • Launched the first phase of the new ATIP Online Request Service on October 10, 2018, simplifying the submission of access to information and personal information requests to approximately 50 Government of Canada (GC) Institutions. <p>Artificial Intelligence</p> <ul style="list-style-type: none"> • On track to publish the Directive on the Use of Machine Learning for Decision-Making in early 2019. This directive is linked to use of Artificial Intelligence inside public service delivery and encompasses machine-learning as the initial step for ethical and responsible advice and guidance linked to broader AI application. <p>Digital Identity</p> <ul style="list-style-type: none"> • Alpha tested the Pan-Canadian Trust Framework (PCTF) and developed an assessment process to formalize the acceptance of trusted digital identities as provided by the provinces or territories. • Completed Pan-Canadian Trust Framework (PCTF) Assessment with the Province of Alberta. Issued a letter of acceptance, successfully on boarded the Province of Alberta My Alberta Digital Identity (MADI) program. • Finalized the draft of Canada's Digital Identity Strategy (December 28, 2018). <p>Digital Enablement</p> <ul style="list-style-type: none"> • In April 2018, 3-year funding from the Chief Information Officers Council was secured to deliver the first iteration of the Open Accessible Digital Workspace — enabling public servants and partners to work together, from anywhere, on any device. <ul style="list-style-type: none"> ◦ GCaccount live, GCprofile prototype completed in May 2018 — design and development to be completed January 2019, new collaboration service UX research (October) and requirements (November) completed, common navigation research (October) and design (December) completed. ◦ Continuing to maintain and support legacy tools (e.g. GCcollab) during development of OADW. • OneGC omni-channel service vision was established, where citizens can access any government service digitally, on any platform, using any device, and through any partner (OneGC video). • OneGC cluster management model was established to advance the technology components that enable the OneGC vision for service delivery. • The use of voice assistant technology in the GC was advanced through the development of voice assistant service prototypes (e.g. recall information), information sessions and documentation of lessons learned. 	<p>Melanie Robert Melanie.Robert@tbs-sct.gc.ca</p> <p>Natalie McGee Natalie.McGee@tbs-sct.gc.ca</p> <p>Imraan Bashir Imraan.bashir@tbs-sct.gc.ca</p> <p>Owen Teo Owen.Teo@tbs-sct.gc.ca</p>
--	---	---

	<ul style="list-style-type: none"> • Provide quarterly reporting on the implementation of commitments within the GC's National Action Plan on Open Government, including those on user-friendly open government, digital government and services, and access to information. <p>Cloud Services</p> <ul style="list-style-type: none"> • In Q1 2019, plan to have Protected B cloud contracts in place. • In 2019, data centre scale migrations to cloud will be kicked off. <p>Directive on the Use of Machine Learning in Decision-Making</p> <ul style="list-style-type: none"> • Canada is currently developing a directive that sets out rules for how federal departments and agencies may use AI to inform administrative decisions. The directive sets out a focus on accountability, transparency and legal defensibility ensuring that all Canadians have a greater understanding of the advantages and uses of AI as we upgrade our programs and services. This directive encompasses machine-learning as the initial step for ethical and responsible advice and guidance linked to broader AI application. • TBS, in partnership with Public Services and Procurement Canada, developed a flexible procurement vehicle for AI products, solutions, and services. On January 15, 2019, we published the AI Source List. <p>Digital Enablement</p> <ul style="list-style-type: none"> • Continue development of the OADW: <ul style="list-style-type: none"> ◦ Launch Minimum Viable Products (MVP) March/April 2019 for: new Collaboration service, GCprofile, Common navigation. ◦ Deliver report on GCmessage pilot (Rocket Chat) to GCEARB (April 2019). ◦ Kick-off new Career service UX research, design and testing (January 2019), design and development (May-July 2019), launch MVP in August-September 2019. ◦ Continue to maintain and support legacy tools (e.g. GCcollab) during development of and transition to OADW as new applications replace old ones. • Secure and sustain strategic technology partnership activities between the GC and other jurisdictions to foster next generation service delivery solutions. • Lead and support new pilots that build the GC's ability to deliver on the OneGC vision. At present this includes piloting the MADi as a trusted identity for some GC services, developing chatbots that provide basic services as part of the redesign of call centres, and piloting a new approach to website development and design (beta.canada.ca). • Launch the full operational release of the <i>Government of Canada API Store</i>. The GC API Store is a marketplace to connect to and consume reusable GC Application Programming Interfaces (APIs), which are the primary way systems communicate with each other today. • Award and implement a messaging solution from the Challenge-Based Solicitation. • Develop a training program in conjunction with the Canada School of Public Service to help federal departments build APIs and use the API Store. • Launch a production-ready version of the GC Enterprise Service Bus. • Develop a prototype to test Tell Us Once as an API enabled portal. 	<p>Imraan Bashir Imraan.bashir@tbs-sct.gc.ca and, Natalie McGee Natalie.McGee@tbs-sct.gc.ca</p> <p>Natalie McGee Natalie.McGee@tbs-sct.gc.ca</p> <p>Owen Teo Owen.Teo@tbs-sct.gc.ca</p>
--	---	---

	<p>Digital Identity</p> <ul style="list-style-type: none"> • Endorse the Whitehorse Declaration on Digital Identity. • Continue work on the Pan-Canadian Trust Framework and onboarding of provinces and territories. • Launch Sign-In Canada, including onboarding new services and moving services from the existing platform, to Sign-In Canada. <p>Access to Information</p> <ul style="list-style-type: none"> • Support Bill C-58, an <i>Act to amend the Access to Information Act and the Privacy Act</i> and to make consequential amendments to other Acts, through the legislative process, and plan and prepare for the implementation of new legislation. • Bill C-58 commits the GC to begin a full review of the <i>Access to Information Act</i> within one year of the bill's coming into force. <p>Privacy Policy</p> <ul style="list-style-type: none"> • In response to the Office of the Privacy Commissioner's 2017-18 Annual Report to Parliament, implement an Action Plan to Strengthen Privacy Breach Prevention and Management. • Provide guidance for institutions to ensure privacy continues to be protected when releasing data on small numbers of individuals. • Develop and publish a Privacy Manual, to support consistent application of the Privacy Act, Regulations and related policies across the federal government. • Develop proposals for renewed privacy legislation for the digital age. • Work with the PSCIOC/PSSDC Privacy Sub-Committee and the Office of the Privacy Commissioner to identify opportunities to streamline Privacy Impact Assessments. 	<p>Imraan Bashir Imraan.bashir@tbs-sct.gc.ca</p> <p>Ruth Naylor Ruth.Naylor@tbs-sct.gc.ca</p> <p>Ruth Naylor Ruth.Naylor@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? <i>(This information will help in agenda planning for future meetings.)</i></p>	<p>Artificial Intelligence</p> <ul style="list-style-type: none"> • Procurement Source List: On January 15, 2019, we published the AI Source List, a pre-qualified source list of AI suppliers of a diversity of service-enhancing opportunities, such as chatbots and predictive modelling. • Government of Canada Enterprise Architecture Review Board (EARB). • Architecture Standards. • Algorithmic Impact Assessment Tool. • AI Source List (ITQ to be released Jan 2019). <p>Digital Enablement</p> <ul style="list-style-type: none"> • Service innovation prototypes: promotional videos. • Building Disruptive Technology: blog post on the technical how-to. • Government of Canada Standards on APIs: These standards govern how APIs are to be developed across the GC to better support integrated digital processes across departments and agencies. • Digital Exchange Community of Practice: invitations currently include members of interoperability teams from some provinces, territories, and municipalities (Saskatchewan, Yukon, PEI, Nova Scotia and the City of Ottawa). Open to additional jurisdictions to participate. 	<p>Natalie McGee Natalie.McGee@tbs-sct.gc.ca</p> <p>Owen Teo Owen.Teo@tbs-sct.gc.ca</p>

	<p>Digital Identity</p> <ul style="list-style-type: none"> Github repository for Pan-Canadian Trust Framework: https://github.com/canada-ca/PCTF-CCP <p>Open Government</p> <ul style="list-style-type: none"> Having successfully demonstrated the proof of concept with the federated open data search service pilot between the Governments of Alberta and Canada, there is an opportunity for other jurisdictions who may be interested to be part of the project. In particular we are open to onboarding at least two provinces and two municipalities over the next two years. 	<p>Imraan Bashir Imraan.bashir@tbs-sct.gc.ca</p> <p>Melanie Robert Melanie.Robert@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</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; digital enablement; service standards and real-time performance; and measurement of client satisfaction. <p>Digital Identity</p> <ul style="list-style-type: none"> TBS, in collaboration with Identity Management Sub Committee (IMSC) and Digital Identity and Authentication Council of Canada (DIACC) will continue to contribute to the development and assessment of the Pan Canadian Trust Framework. <p>Digital Enablement – Omni-Channel Vision</p> <ul style="list-style-type: none"> The Government of Canada supports an omni-channel service vision where citizens can access any government service digitally, on any platform, using any device, and through any partner. Efforts are being made to advance the enabling technologies within government to achieve this vision as well as secure partnerships with industry that demonstrate this vision in practice. Dependencies on partner departments to deliver the various components of the Canadian Digital Exchange Platform exist. Support from partners is essential to deliver. <p>Open Government</p> <ul style="list-style-type: none"> Best practices on multi-jurisdictional open data standards and engagement practices. Impact stories and open data use cases: Examples of how open data has generated specific impacts (e.g. dollars saved in efficiencies, new companies created, policy problems identified or solved, etc.) Feminist and inclusive governance: How governments are working to include the voices of marginalized or under-represented communities in policy development and decision-making processes. 	<p>Sonya Read Sonya.Read@tbs-sct.gc.ca</p> <p>Imraan Bashir Imraan.bashir@tbs-sct.gc.ca</p> <p>Owen Teo Owen.Teo@tbs-sct.gc.ca</p> <p>Melanie Robert Melanie.Robert@tbs-sct.gc.ca</p>

<p>5. <u>Topics of Interest:</u></p> <p>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 / Open Government</p> <ul style="list-style-type: none"> Enhancing digital government and service with the help of emerging technologies (e.g artificial intelligence) in a responsible and transparent way. 	<p>Melanie Robert Melanie.Robert@tbs-sct.gc.ca</p>
--	--	---