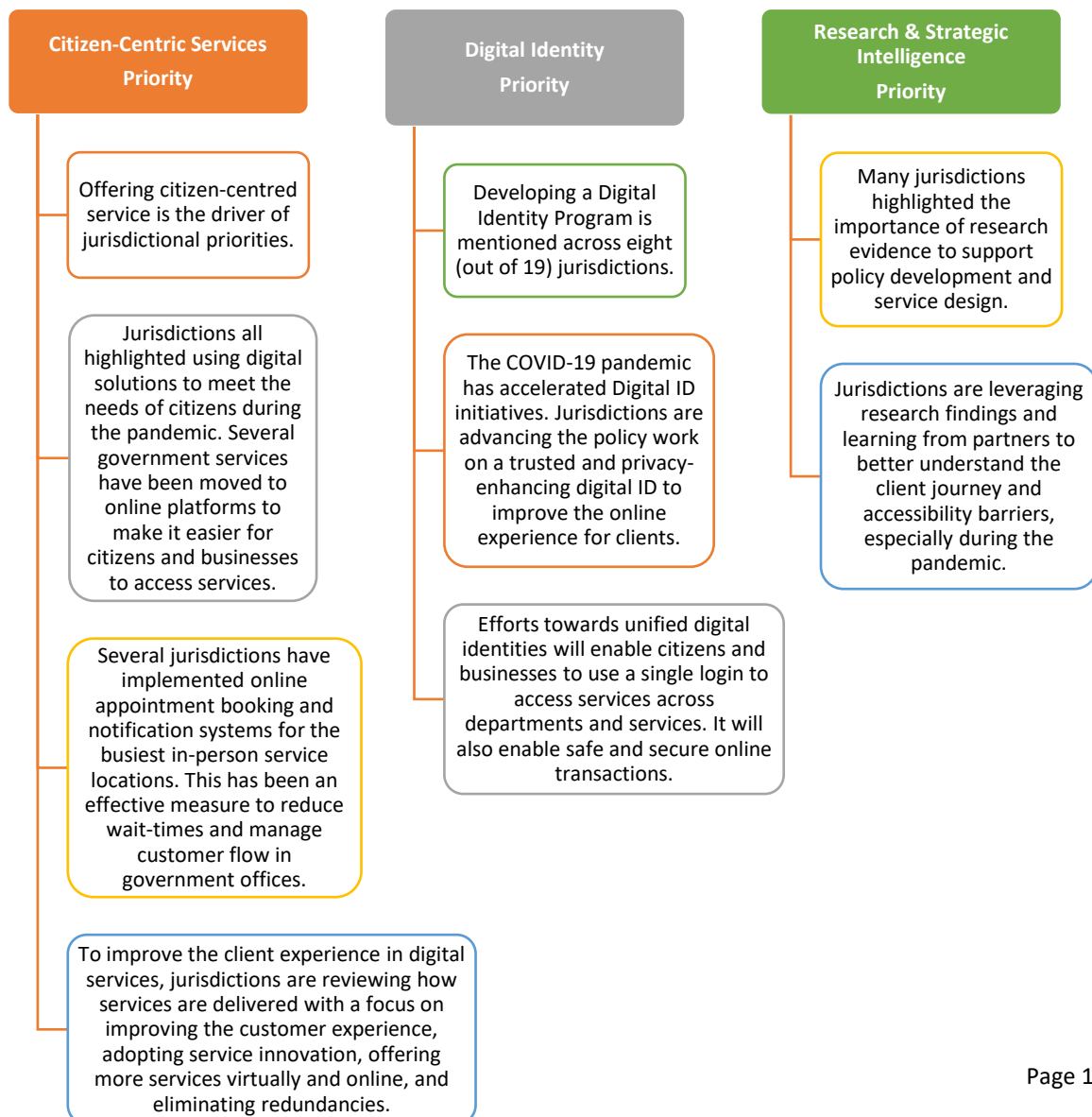


## PSSDC Information Sharing Analysis

February 2021

### Current FPTM Jurisdictional Priorities:

- Most service delivery priorities noted in the PSSDC information sharing documents align with the priorities of the Joint Councils noted below.
- Citizen-centric services was the most reported service delivery priority across all governments. The COVID-19 pandemic has placed greater emphasis on the need to better understand and improve the experiences of citizens. Jurisdictions aim to make public sector services more accessible, easier to deal with, and more responsive to individuals and communities.
- The COVID-19 pandemic continues to cause FPTM jurisdictions across the country to operate in a context of uncertainty. To minimize the impacts of the pandemic and protect the health and wellbeing of citizens, FPTM organization within the PSSDC are leveraging the groundwork completed towards digital transformation and focusing on the following service delivery areas.



## Showcasing Jurisdictional Accomplishments:

- In the Winter 2021 PSSDC information sharing documents, FPTM organizations showcased current and ongoing initiatives and deliverables within their jurisdictions. The following items are examples of notable accomplishments:

Jurisdictions	Accomplishments		
<b>SERVICE CANADA</b>	<b>Pensions Enhanced Death Notification Proof of Concept:</b> The Enhanced Death Notification Proof of Concept is part of the Canada Pension Plan Service Improvement Strategy to improve service to Canadians. Approximately 160,000 death notifications are received annually by unsecure fax from funeral services providers.		
<b>CANADA REVENUE AGENCY (CRA)</b>	<ul style="list-style-type: none"> <li>- Digitization of Workflows: The transforming of paper-based forms into an interactive digital solution that will allow Canadians to easily submit their information directly to the CRA.</li> </ul>	<ul style="list-style-type: none"> <li>- Disability Tax Credit (DTC) – Digital Application: This project focuses on digitizing the current process to effectively replace the paper form and manual processing of this workload.</li> </ul>	<ul style="list-style-type: none"> <li>- eSALT: This project will transform the current Scientific Research &amp; Experimental Development (SR&amp;ED) Self-Assessment Learning Tool into a dynamic web form that will allow the user to determine their potential eligibility, as well as their potential credit amount.</li> </ul>
<b>TREASURY BOARD OF CANADA SECRETARIAT (TBS)</b>	<ul style="list-style-type: none"> <li>- Digital Enablement: OneGC Platform: the single window to GC digital services. A showcase opportunity to summarize the results from phase one of the initiative and outline plans for phase two, including interdependencies with data, privacy, security and federal/provincial service integration.</li> </ul>	<ul style="list-style-type: none"> <li>- Cyber Security: In support of automated policy compliance, TBS launched its first iteration of a dashboard to track compliance for the HTTPS IT Policy Implementation Notice. TBS, in collaboration with Canadian Centre for Cyber Security (CCCS), is evolving this dashboard to include tracking of Domain-based Message Authentication, Reporting &amp; Conformance (DMARC) which is a new requirement to enhance email security.</li> </ul>	
<b>IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA (IRCC)</b>	<ul style="list-style-type: none"> <li>- Proactively notifying clients: Since COVID, IRCC has sent push-notifications to close to one million clients providing them updates on what was happening with the processing of their case-type.</li> <li>- Virtual usability testing with clients: The pandemic required IRCC to shift its human-centred design research and usability testing</li> </ul>	<ul style="list-style-type: none"> <li>- Why forms get filled wrong: IRCC undertook a multidisciplinary human-centred design project to investigate why clients submit incomplete or incorrectly completed application packages.</li> </ul>	<ul style="list-style-type: none"> <li>- Accessible service design: In relation to the <i>Accessible Canada Act</i>, IRCC is undertaking a human-centred design research project to articulate the client journey for persons with disabilities and to identify/remove barriers to accessibility.</li> </ul>

	projects online, in person activities now leverage technology.		
<b>VETERANS AFFAIRS CANADA (VAC)</b>	<ul style="list-style-type: none"> <li>- The Service Health Records Search Tool Initiative is a joint effort between VAC's Innovation Hub and the Centralized Operations Division which has used human-centred design methodology to understand current processes and challenges related to searching large blocks of digital Service Health Records for information that is relevant to a disability claim.</li> </ul>		
<b>PUBLIC SERVICES AND PROCUREMENT CANADA (PSPC)</b>	<ul style="list-style-type: none"> <li>- PSPC Service Leadership Workshop: In January 2021, PSPC hosted a workshop for senior management team (endorsed by the Deputy Minister). The goal of the workshop is to define a new approach to service and harness the momentum of service transformations taking place across Government.</li> </ul>		
<b>ALBERTA</b>	<ul style="list-style-type: none"> <li>- Alberta could showcase the Government of Alberta's Drone (Remotely Piloted Aircraft Systems) Program</li> </ul>		
<b>MANITOBA</b>	<ul style="list-style-type: none"> <li>- Robotic Process Automation: Business Transformation and Technology (BTT) of the department of Central Services 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. RPA is computer software that allows software developers to build "robots" that can do predictable, manual, routine, and repetitive tasks that people are doing.</li> </ul>	<ul style="list-style-type: none"> <li>- IT Investment and Demand Planning: Manitoba is focused on maturing its IT Investment and Demand Planning process, which takes a streamlined and whole-of-government approach to IT project planning. It aims to prioritize and group these IT needs into like programs with common solutions and funding, reducing duplicate government spending on IT solutions.</li> </ul>	
<b>NOVA SCOTIA</b>	<ul style="list-style-type: none"> <li>- How Nova Scotia partnered with the Canadian Digital Service to establish NS Notify. GCNotify is supporting Nova Scotia to enable text message reminders and check-in notification for in-person appointments at Access Nova Scotia Centres.</li> </ul>	<ul style="list-style-type: none"> <li>- Our experience with the GCNotify Platform has shown that by building and re-using common platforms, we can deliver new services faster for Nova Scotians (measurable in days/weeks/months), reduce cost and burden to Government, provide users with a consistent experience, and inform evolving public policy.</li> </ul>	<ul style="list-style-type: none"> <li>- Nova Scotia is currently expanding the use of GCNotify, by partnership with the Nova Scotia Health Authority, to send check-in notifications for Lab and Diagnostic Imaging appointments.</li> </ul>

<b>ONTARIO</b>	<ul style="list-style-type: none"> <li>- Chatbot Technology for Service Delivery: In April 2020, the Ontario Public Service (OPS) introduced Eva, an artificial intelligence (AI) chatbot to help support the OPS IT Service Desk. In 2021, Ontario will be expanding with a citizen-facing chatbot service for Ontario.ca ServiceOntario. A presentation is scheduled for the Feb 1, 2021 meeting of the DM Table - Ontario would be pleased to showcase it also at a PSSDC or Joint Council meeting.</li> </ul>	<ul style="list-style-type: none"> <li>- New Procedures for Filing Business Registration Documents: On May 12, 2020, Ontario passed legislation called the Alternative Filing Methods for Business Act, 2020 as well as a series of amendments to the business law statutes to support businesses during the COVID-19 outbreak.</li> </ul>	-
<b>SASKATCHEWAN</b>	<ul style="list-style-type: none"> <li>- Saskatchewan is interested in sharing an update on digital identity. An update was previously shared at Identity North. This presentation covers: The journey to date/ Key lessons learned/ A demo of identity components in production / The roadmap going forward</li> <li>- The previous presentation was 30 min (15-20min presentation + 10-15 min Q&amp;A)</li> </ul>		
<b>YUKON</b>	<ul style="list-style-type: none"> <li>- Yukon is interested in showcasing the public-facing services in Yukon largely run on open-source software. Members are welcome to inquire about the technical aspects and issues of leveraging open-source software</li> </ul>		
<b>MUNICIPAL SERVICE DELIVERY OFFICIALS (MSDO)</b>	<ul style="list-style-type: none"> <li>- There are a few possibilities to showcase member successes such as Customer Journey Mapping of the COVID testing process in Public Health at York, Training resources in Saskatoon or some digital screening tools for staff at Peel. A number of jurisdictions are looking at counter consolidation.</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 PSSDC 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 PSSDC 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:

•The coronavirus pandemic has created the opportunity to fast-track digital enablement within jurisdictions to allow essential services to be delivered without interruption. Jurisdictions are interested in learning more about how organizations leverage digital solutions to create better digital tools and services.

### Digital Enablement



•Some jurisdictions are encouraging documents to be submitted electronically and signed with an electronic signature.  
•What strategies have jurisdictions used to enable eSignatures for clients (i.e. technology and credentialing solutions)?

### eSignatures



•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 ID



•The response and recovery of the COVID-19 pandemic across levels of government is of interest to members of the PSSDC.  
•Jurisdictions are interested in insights related to: COVID-19 tracking, COVID-19 vaccine processes and tools, strategies to support financial management.

### COVID-19 Response & Recovery



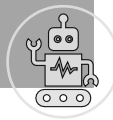
•Jurisdictions are seeking insight on the following areas: Service Level Agreements with Service Owners, Sources of training for new contact centre agents (i.e. online), Standard Operating Procedures used in call centres.

### Call Centre Strategy



•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



•To determine the impact of efforts on clients, have jurisdictions developed a comprehensive performance measurement system? If so, has the data collected supported internal decision-making and service improvement?

### Performance Measurement



•Strengthening privacy protections of personal data during the COVID-19 outbreak.  
•How are organizations: safeguarding data by building privacy & security by design, approach and compliance to privacy legislation, best practices when engaging the public in service design, increasing transparency.

### Privacy



## Background:

- The Public Sector Service Delivery Council (PSSDC) 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 PSSDC Council:
  - Prior to all PSSDC 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 virtual PSSDC Council meetings, a total of **19** information sharing documents were received from FPTM jurisdictions.

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

### **Sophia Jesow**

Joint Council's Research Analyst

[Sophia.Jesow@iccs-isac.org](mailto:Sophia.Jesow@iccs-isac.org)

### **Maria Luisa Willan**

Director, National Joint Councils

[Maria.willan@iccs-isac.org](mailto:Maria.willan@iccs-isac.org)