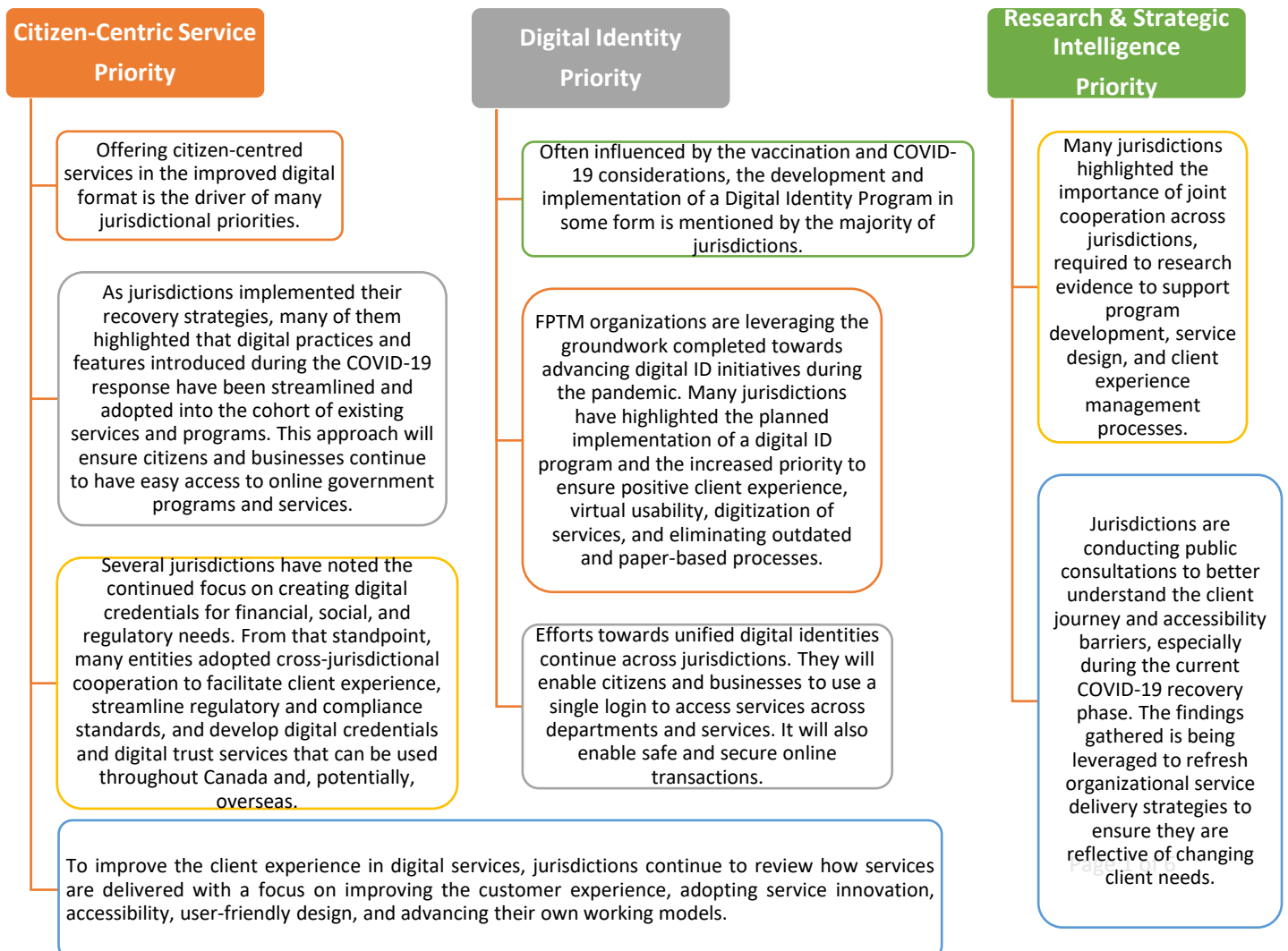


## PSSDC Information Sharing Analysis

February 2022

### Current FPTM Jurisdictional Priorities:

- Most of the service delivery priorities noted in the PSSDC information sharing documents align with the strategic priorities of the Joint Councils noted below.
- Digital and AI-assisted citizen-centric services continues to be the most reported service delivery priority across all governments. While the COVID-19 pandemic placed greater emphasis on the need to better understand and improve the experiences of citizens, significant progress has been made on changing outdated service delivery practices in favour of a more modern and online-based approach. In addition to enhancing its workforce's cultural competency and sensitivity, jurisdictions strive to make public sector services more accessible, easier for clients to deal with, and more responsive to individuals and communities. Significant efforts are made to facilitate service delivery to business entities.
- FPTM organizations are dealing with the updated cohort of services and programs that had been created during and in the aftermath of the COVID-19 pandemic. Based on ongoing progress of vaccination rates and improvements of key public health and health care indicators, governments continue to maintain their focus on recovery and re-opening measures with a strong attachment to the business considerations. As such, FPTM organizations are focusing on the following service delivery areas in the current recovery and post-recovery phases.



## Showcasing Jurisdictional Accomplishments:

- In the Winter 2022 PSSDC information sharing documents, FPTM organizations showcased current and ongoing initiatives and deliverables within their jurisdictions. The following items are examples of notable accomplishments:

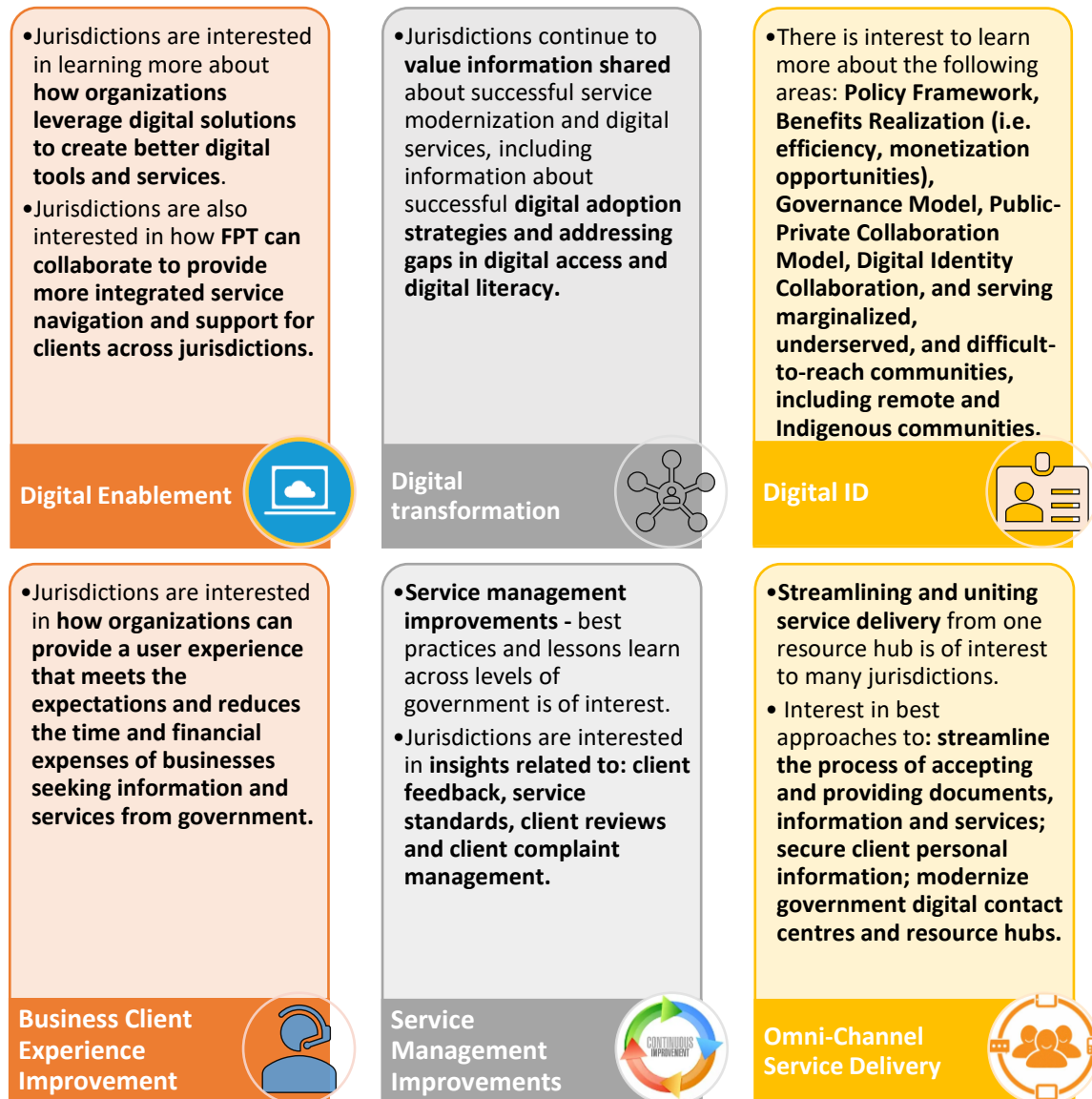
Jurisdictions	Key Accomplishments / Showcase Opportunities		
<b>EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA (ESDC)</b>	<ul style="list-style-type: none"> <li>- <b>Integrated Transformation Plan.</b> Supported by the Working Group, this is a 3-year organizational transformative roadmap that pursues four main goals: Seamless Digital Experience, Service Accessibility, empowering Ways of Working and Aligning Policy and Service Design to Maximize Results. These goals would be achieved through nine strategic initiatives, supported by a wide range of communication products and engagement opportunities for staff at all levels.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Data Strategy.</b> ESDC continues to implement its enterprise data strategy through partnerships and initiatives designed to ensure the proper use and protection of data assets. The department aims to standardize business processes and ensure data integrity of client record information, as well as to provide tools and resources to make innovative use of information and data to enhance reporting and analytical functions across the policy to service continuum. This work also involves collaboration with Statistics Canada on a Joint Data Strategy.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Service Canada Labs.</b> As part of the ESDC's Transformation Plan that aims to develop a new digital channel as a single source where Canadians can interact with a full spectrum of services offered by Service Canada, this new digital channel was launched in the Fall of 2021. A citizen digital engagement tool on service design, Service Canada Labs enables a user to see, test, and provide feedback on new projects in development. This system will inform the digital delivery of future Service Canada services.</li> </ul>
<b>CANADA REVENUE AGENCY (CRA)</b>	<ul style="list-style-type: none"> <li>- <b>Disability Tax Credit (DTC) – Digital Application.</b> The project focuses on digitizing the current process to provide an electronic alternative to submit DTC applications and automate several workflow aspects. It is developing an online form for medical practitioners to send information to the CRA to allow the Agency to determine a person's eligibility for the DTC. The project aims to provide seamless digital experience for both taxpayers and medical practitioners.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>e-Invoicing.</b> The CRA launched the Sales Tax E-Invoicing Initiative to support broader digital transformation efforts within the Agency. Defined as the automatic exchange and processing of an invoice between a supplier and buyer in a structured electronic format, this initiative involves the continued digital transformation of sales tax and related compliance programs, and the identification of opportunities for the development of new taxpayer-centred digital services.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Digital ID Provincial Onboarding.</b> The Agency is looking to improve service delivery by reducing the need for multiple usernames and passwords to complete the registration process for a CRA My Account. At this time, the CRA has successfully collaborated with its AB and BC partners to implement the new sign-in options in these two provinces.</li> </ul>
<b>TREASURY BOARD OF CANADA SECRETARIAT (TBS)</b>	<ul style="list-style-type: none"> <li>- <b>Digital Identity.</b> Demonstration of Sign In Canada Broker Platform, including current capabilities, such as the integration with interim Multi-Factor Authentication services that support Time-Based One-Time Passwords.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Cyber Security.</b></li> <li>- <i>Demonstration of Tracker</i> that scans publicly accessible web sites and email domains to support automated policy compliance.</li> <li>- <i>Demonstration of the Cyber-Maturity Self-Assessment (CMSA)</i> as a methodology and tool that enables departments to evaluate progress on their cybersecurity maturity.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Service Management Improvement Initiative (SMII).</b> Introduced in June 2021 to an ADM-led Council of Service Officials from across the Government of Canada, the SMII aims to improve services with a focus on client feedback, service standards, and service reviews. TBS would</li> </ul>

			welcome interjurisdictional feedback to leverage their experience related to collecting client feedback to improve services in a way that aligns with frameworks used in other jurisdictions.
<b>IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA (IRCC)</b>	<ul style="list-style-type: none"> <li>- <b>Client Experience Framework (CFX).</b> Approved in April 2021, this framework was developed to create a foundation and approach for placing clients and end-users at the heart of IRCC activities. Once fully implemented, it would allow the design of client-focused policies, programs, and services; support a client-centric culture across all sectors, and increase accountability for client service outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Correspondence Guidelines.</b> Aimed for release in Spring 2022, it will provide IRCC staff with the information and tools they need to develop more concise, clearer, and reader-friendly correspondence.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Permanent Residence – Family Class Digital Progress Tracker.</b> Launched in January 2022, this system allows clients to access up-to-date information on the status of their permanent residence application at any time.</li> </ul>
<b>INNOVATION, SCIENCE, AND ECONOMIC DEVELOPMENT CANADA (ISED)</b>	<ul style="list-style-type: none"> <li>- <b>Digital Credentials and Wallets.</b> ISED is currently leading several initiatives that revolve around digital credentials and wallets, which would enable individuals and businesses to quickly and easily provide regulatory bodies with the information to determine service eligibility, regulatory compliance, and eligibility for import and export activities. Such projects are: <i>Business Banking Pilot</i>; <i>National Digital Trust Service Pilot</i>, and <i>National Technical Specification and Prototype Conformity Assessment Program for Digital Credentials and Digital Trust Services</i>.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Digital Identity and Tell-Us-Once for Business.</b> ISED is undertaking the following digital identity and Tell-Us-Once initiatives to make it quicker and easier for businesses to obtain government services: <ul style="list-style-type: none"> <li>- <i>Business Number Enhancements:</i> Used by federal departments to verify business information.</li> <li>- <i>Digital Identity and Tell-Us-Once for Services for Business:</i> Aims to leverage consent-based sharing of verified business information and trusted digital identity to support improved service delivery to business.</li> <li>- <i>Pan-Canadian Trust Framework (PCTF):</i> No additional work has been completed since the PSSDC Q1 report, but discussions continue with TBS to identify ways to advance the PCTF in alignment with digital identity standards work being led out of the CIO Strategy Council.</li> </ul> </li> </ul>	
<b>ALBERTA</b>	<ul style="list-style-type: none"> <li>- <b>BERNIE.</b> A group of shared capabilities designed with the user and the government in mind, providing a digital platform for business capabilities to deliver quicker, more</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Digital Regulatory Assurance System.</b> This program enables Environment and Parks to modernize its regulatory system. It leverages geospatial capabilities and data layers to</li> </ul>	

	<p>efficient services at lower cost. It is comprised of various powerful cloud-based components. This system works in alignment with <b>GoA Contact Centre Program</b>, which modernizes and digitizes the citizen experience by transforming government contact centres using the BERNIE digital platform.</p>	<p>increase the ease of development planning, making information pertinent to the approval process available immediately.</p>	
MANITOBA	<ul style="list-style-type: none"> <li>- <b>Data Science Program – Enabling Evidence Based Decision-Making.</b> A centralized data science unit will be established to support government’s need for complex data analytics and predictive modelling.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Service Delivery Innovation Lab.</b> Predicated on the principles of evidence-based decision-making, as well as on behavioural insights and human-centered design, this initiative will guide participants through the stages of service delivery innovation. Participants will be coaches through the various stages of using data to inform planning and the tracking of outcomes.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Digital Immunization Card.</b> A digital immunization card mobile application and verification process were developed to validate citizen’s immunization status in support of COVID-19 vaccination validation for provincial reopening.</li> </ul>
ONTARIO	<ul style="list-style-type: none"> <li>- <b>Ontario’s new Business Registry (launched October 19, 2021).</b> Replacing the old systems, this new online business registry that provides easier, simpler, and more affordable service to ON businesses and non-profit organizations.</li> <li>- <b>Ontario’s Notify System (launched July 2021).</b> Eliminated most paper renewal notices for service products, saving funds in favour of a reminder y email, phone call, or text message.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Ontario’s Newborn Registration refresh (launched September 2021).</b> This refreshed newborn registration bundle delivers a simplified, mobile-enabled user interface to help parents register a birth, order a birth certificate, apply for a SIN and Canada Child Benefits, and seek a referral to an RESP provider.</li> </ul>	<ul style="list-style-type: none"> <li>- <b>Ontario’s Progress on Digital ID.</b> Continuing its 2021 efforts, the province will deliver the technology infrastructure and progress on legislation and ecosystem partnerships, setting Ontario up to be able to launch additional pilots in 2022 and 2023.</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 2022 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:



## Background:

- The Public Sector Service Delivery (PSSDC) Council 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 Winter 2022 virtual PSSDC Council meetings, a total of **15** information sharing documents were received from FPTM jurisdictions. Six jurisdictions did not submit an information sharing report (IRB, ISC, NS, PEI, SK, VAC).

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

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