

PSSDC Information-Sharing Template – September 2019

Information Sharing is collected for the purpose of the PSSDC Meeting of September 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.	<p>Adriana Poveda Executive Director, Service Delivery Branch Service BC Division Ministry of Citizens' Services 778.698.2090 Adriana.Poveda@gov.bc.ca</p> <p>Items 2-9: Sophia Howse Executive Director, IDIM Service BC Division Ministry Citizens' Services Sophia.Howse@gov.bc.ca</p>
<ol style="list-style-type: none">1. In the Spring of 2019, Service BC launched webchat, video chat, and co-browse (a support tool) as part of the omni-channel citizen experience priority. These modern channels of service enable Service BC to promote and inform the adoption of digital programs by supporting and serving citizens through the channel they choose or need.<ul style="list-style-type: none">• Video Chat: Service BC completed a successful Beta Release of Mobile Video Chat, in partnership with the Provincial Identity Management Information Program (IDIM) and the Service BC Contact Centre. The solution enables a citizen, using an iOS or Android mobile device, to verify their identity for the BC Services Card mobile card via video chat with a Service BC Contact Centre agent. Citizens in BC now have the option of verifying their identity for the BC Services mobile card via video chat, instead of physically attending a Service BC office. This new feature makes it more convenient and improves accessibility for individuals needing to verify their identity, a security requirement for use of the BC Services mobile card, and access online services securely using their mobile devices. A full launch is expected Fall 2019.2. The Name Mismatch project has been successful with the improvements made thus far, and the partner teams continue to investigate solutions to better support citizens with more complicated name mismatch scenarios.3. Continue to co-lead the Pan Canadian Identity Management key priority workstream for Joint Councils.<ul style="list-style-type: none">• Endorsement of declaration for Joint Councils	

	<ul style="list-style-type: none">• Digital Identity Governance Workshop with public and private sector stakeholders <p>4. Completed Onboarding of Ministry programs to the BC Services Card (BC’s identity citizen’s credential)</p> <ul style="list-style-type: none">• PHSA Private Practice Physicians: Up to 100 Private Practice Physicians within the Vancouver Coastal Health Authority can log on to the CareConnect e-Health Viewer application, using their BCSC from their private practice, to access the personal medical records of their patients (such as hospital stays, medication dosages, lab services, and diagnostic imaging).• Ministry of Finance – Billing and Payment Services: Revenue Services of BC (RSBC) have built a web application that went live in April 2018 and has over 90K users using their own authentication. BCSC would be used for by citizens.• Ministry of Health - HealthLink BC centralized waitlist: a new online service which will gather registration information for BC residents wishing to be attached to a primary care provider. <p>5. Current Onboarding of Provincial programs to the BC Services Card (BC’s identity citizen’s credential)</p> <ul style="list-style-type: none">• BC Public Service Agency – PeopleSoft: Business Performance Branch: BC Services Card will be used to authenticate contracted staff working on infrastructure projects for online access to the PeopleSoft application.• Ministry of Forests, Lands, Natural Resource Operations and Rural Development – Natural Resource Online Services Portal: Centralize natural resource activities for both clients (citizens) and staff when doing business within the sector. Clients will be able to apply online to perform an activity within the sector, pay application fees online and track the progress of their applications.	
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	<ul style="list-style-type: none">• Ministry of Attorney General (AG) - Online Divorce Assistant (ODA): The ODA is an electronic simplified application that guides users through the process of completing the necessary paperwork for joint filing amicable divorces without children in Supreme Court. This process was complex, and the paperwork was often filled out incorrectly, resulting in multiple visits to court registries and delays and frustration on the part of citizens. ODA is currently authenticated with Basic BCeID. The ODA future use is to expand to include joint filing divorces with children as well as implementing electronic filing of the documents generated by the ODA through Court Services Online. ODA would like to expand using the BC Services card to make the experience easier for the citizen by using BC Services Mobile Card and Video Chat.• EDUC - Student Transcripts Service: Students/Citizens will be able to request or print copies of their transcript and their certificate and request electronic transcripts to be sent to the post-secondary institutions (PSIs) of their choice to support admissions processing and ability to view provincial examination results.• Ministry of Citizens' Services (CITZ) – BC Registries and Online Services: Co-operatives Online (name may change) - Goal is to develop a better service experience and make it easier to for citizens and businesses to complete transactions and filings with the province of BC and across other jurisdictions, manage accounts and pay for services. Future state is to move the filing of Annual Report filing to an online transaction with subsequent filings and features to follow.• Ministry of Advanced Education, Skills and Training (AEST) - StudentAid BC Client Portal: The Modernizing Student Financial Aid initiative (MOD) is a multi-phased project responding to student and post-secondary institutions' expectations for simple, consistent and personalized service experiences related to student financial assistance. A student seeking financial assistance will visit the Student Aid BC (SABC) website to apply for a student loan as they do today. The student will be provided the option to register and create their client profile with the use of the BC Government Services Card or a Basic BCeID.• Ministry of Health (HLTH) – Health Sector IM/IT Division – Health Gateway: The Health Gateway is a secure, unified and coordinated gateway that provides patients a single view of their health information and over time will expand access to information, services and functionality. Through the BC Services Card, the solution will establish a secure and trusted identity proofing mechanism which	
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	<p>can be leveraged for future online engagement tools for both patients and health care professionals. The first iteration of the product will provide view-only access to laboratory test results, medication history, and immunization records through integration to various clinical systems.</p> <ul style="list-style-type: none">• Ministry of Education (EDUC) – Student Information Systems- Personal Education Number (PEN) Online Access Module (Temporary Name): The PEN Registry assigns a Personal Education Number to all students using the BC Ministry of Education curriculum (through agreements this includes the Yukon and offshore schools). This first initiative (MVP) allows students to access an online system to retrieve their PEN. The PEN Registry will store the Education Direct Identifier (EdDID) matched to the Student’s PEN for future use and to receive updates from IDIM. The long-term goal is that this application becomes the single point of entry to all Ministry of Education online applications integrating with IDIM. <p>6. Onboarding Federal programs to the BC Services Card (BC’s identity citizen’s credential)</p> <ul style="list-style-type: none">• My Service Account Canada & Canada Revenue Agency (CRA): BC residents will be able to use a verified digital identity associated with their BCSC to access online services offered by Employment and Social Development Canada (ESDC) and the CRA. Access to online services will include those associated with ESDC’s My Service Canada Account such as Employment Insurance, Old Age Security and Canada Pension Plan, along with those associated with CRA’s My Account such as personal income tax and benefit information. <p>7. Current Onboarding with the Continuous Service Improvement Lab of DevOps Identity and Access Management Service (Keycloak) projects for BCeID</p>	
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	<ul style="list-style-type: none">• Natural Resource Sector - My Range Application: Support for Range Tenure Agreement Holders grazing cows on Crown land to provide information and updates about their operations to government.• Ministry of Citizens' Services - DataBC BC Data Catalogue: Legacy online service that is currently integrated with IDIR-only. Provides a centralized location to find, learn about, visualize and download spatial and non-spatial data to government, private sector and public.• Ministry of Transportation and Infrastructure – Mobile Driver Input Tool: Client has an existing website with a Production integration with BCeID to support audit, inspection and other functions for ministry of transportation. This new mobile app improves access for users in the field.• Ministry of Energy, Mines and Petroleum Resources - Mines Digital Services: To allow Major and Regional mines to access multiple e-services including applying for mining applications, uploading reports and updating mine information. <p>8. Beta release of Mobile Video Chat in June 2019 to complete “identity verification” process. Full launch expected fall 2019.</p> <p>9. Completed BCeID strategy. Currently working on securing resources and developing an approach to modernize the BCeID suite of products (Business, Basic and Personal)</p>	
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<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p><i>Omnichannel Experience:</i></p> <p>Since the re-procurement of the contact centre, Service BC is evolving the citizen journey by complementing their experience through additional channels of service. Our dynamic and modern contact centre platform offers capabilities for citizens to interact with government not only through phone and email, but also through SMS/Text. With the recent launch of a Beta version of webchat, video chat, and co-browse (a support tool) the priority now is to enable additional omni-channel functionality:</p> <ul style="list-style-type: none">• Video Chat: Full Launch fall of 2019 of Mobile Video Chat,• Co-browsing: Full implementation in Fall 2019 of this functionality, enabling Contact Centre agents to view a web page where a citizen requires support or troubleshooting while accessing an online service.• Webchat: This functionality will enable contact centre agents to provide immediate service to citizens using chat embedded on any government website, supporting the adoption of government digital services.• SMS/Text: The project will be completed this fiscal in collaboration with MAXIMUS Canada. Channel expansion will allow citizens to communicate in their channel of choice, making service more accessible across the Province. <p><i>Analytics & Business Intelligence:</i></p> <p>Building on our development of an inhouse Customer Flow Management System (The Q), we focused on presenting close to “live” service data internally for now, and externally in the longer term, with the goal to improve front line service efficiency and the citizens’ service experience.</p> <p>This live data includes reporting out average wait times, informing business decisions such as resourcing needs, and cost recovery negotiations with partners. Working with Government Digital Experience (GDX – Min. of Finance) we utilized Snowplow, Looker, CMSLite, which are digital analytics corporate enabler software, to build an open data platform for the whole organization, via three current levels of operational dashboards: (Manager, Director, Executive).</p> <p>Effective January 20, 2019 all of our in-person service points are utilizing The Q and by the end of March all stakeholders will have access to the appropriate Service Analytics – Dashboards.</p> <p>Our future priorities will be to roll out this analytic package across the Division, to also include data from channels such as: live Webchat, Contact Centre and Social media, to further understand service demands. Another priority is to experiment the power of data mining and business intelligence. We will apply more advanced mathematics and statistics models to generate predictive insights to improve operational efficiency, service quality, and ultimately citizen satisfaction.</p>	<p>Adriana Poveda Executive Director, Service Delivery Branch Service BC Division Ministry of Citizens' Services 778.698.2090 Adriana.Poveda@gov.bc.ca</p> <p>Perry Slump Director, Analytics & Business Intelligence Unit Strategic Services Branch Service BC Division</p>
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	<p>We expect to facilitate the provision of our entire Analytics package to interested partners and government jurisdictions as the process matures.</p> <p><i>Promoting Unified Service and Business Solutions Across Government</i></p> <p>Service BC is the business owner of many of the provinces key service enablers that organizations use in realizing their program service priorities. Service BC embodies the concept of “build once, use many times”. The corporate service solutions Service BC is responsible for include: identity management and authentication; the Service BC Contact Centre; Service BC Centres; PayBC; and, the Verified Org Network. These have broad application across government and Service BC staff are providing a strategic approach to the adoption and use of these strategic assets.</p> <p>Our Business Development Branch works with Divisional leaders to enhance collaboration and communication amongst the various lines of business within Service BC. Leading discussions around benefits, risks, economic impacts, political impacts, interdependencies and opportunities is a key accountability and enables Service BC to present unified service and business solutions across government. Service BC’s strong service ethos and the suite of capabilities and enablers are laying the groundwork for transforming the citizen service experience in BC.</p>	<p>Jeannette Eason Director, Business Development Branch Service BC Jeanette.eason@gov.bc.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><i>Social Media:</i></p> <p>Citizens have come to expect to interact with government through social media channels to obtain information & referral services and provide feedback. Social media is widely used and accepted by connected citizens.</p> <p>Service BC has started work in this space by utilizing Google Locations as a pilot, to understand how citizens are finding and using web information about our physical presence and the services we render through the Service BC Centres across the province.</p> <p>Google Locations is a hybrid social media/search platform that allows citizens to find and review businesses, add them to lists such as “favourite” or “want to visit”, ask questions, and interact with a business online. Service BC has claimed all physical locations through Google in order to present accurate, current, and meaningful information to improve the experience for citizens using this search engine. In addition, Service BC has gained access to insights as described below.</p> <p>Claiming Google Locations</p>	<p>Adriana Poveda Executive Director, Service Delivery Branch Service BC Division Ministry of Citizens' Services 778.698.2090 Adriana.Poveda@gov.bc.ca</p>

	<ul style="list-style-type: none">• Service BC has recently claimed all 66 Google locations.• We have gained control over the information that is visible to citizens on Google such as the address, hours, phone number, and other relevant business information pertaining to our centres, ensuring accuracy and relevance of published information.• Insights available include number of views (250,000 unique views per month), phone calls, direction requests, and website visits, which keywords citizens use to search and find our locations and provided feedback on their service experience.• Data consumed by Service BC does not contain any personal or private information. <p>Resulting Improvements</p> <ul style="list-style-type: none">• We have explored and applied Search Engine Optimization (SEO) best practices (metadata keywords, backlinks on yellowpages, and Google business title accuracy) improving our ranking on relevant searches.• We have created custom local messaging through Google Posts to send targeted communication to communities, improving access to services.• We have developed a process for addressing feedback provided, which will launch before fiscal year end.• We continue to work with our partner organization (ICBC) to improve findability of driver licensing services in rural communities, which is one of our top searches. <p>Future Steps</p> <ul style="list-style-type: none">• Evaluate the pilot and determine the scalability, feasibility, and sustainability to other used search engines.• Analyse and evaluate other social media channels as appropriate to Service BC.	
4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.		