

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
<p>1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>Vidya Shankarnarayan</p>
<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>Vidya Shankarnarayan</p>

Digital Identity: ISED received endorsement from the Identity Management Sub-Committee (IMSC) to consult its Verified Organization component documents with the Digital Identity and Authentication Council of Canada (DIACC). The purpose of consulting is to better understand private sector considerations in the context of the public sector Verified Organization profile.

Business Number (BN): At least 23 departments across 104 services are using the BN as a standard identifier. 33 agreements are in place to use the BN identity information to support service delivery and access CRA's BN Web Validation Service, with 19 departments now directly connected to the service. Deputies have been contacted by ISED and Justice Canada to confirm that there are no legal barriers to moving forward on BN adoption. Outreach and engagement continues as departments seek assistance adopting and integrating the BN with their services.

Digital Office: ISED has established a Digital Lounge, offering "on-the-spot" help to make full use of digital tools in the workplace, in order to ultimately improve service delivery outcomes. The Digital Lounge has had successful uptake as it has seen over 6500 clients have visited the office to date, 99% report a satisfaction rating, and 30 tours have been booked by other departments. Productivity tools, including Office 365 on the cloud, allow employees to access emails, files and schedules from anywhere at any time.

Mobile Channel for Small Business: ISED has released an early access version of the app in June 2019 over 196 services and a Business Assistant (Chatbot) with over 800 questions to help SMEs.

Mobile Channel for Small Business: The department will continue to accelerate digital services by integrating web and mobile channels. This will support the seamless experience clients are looking for when accessing government services through a digital Omni channel platform. The Canada Business App will also be increasing services from our baseline 196 services released to 1800 services available to access.

ISED's Design Center of Expertise: The Design Centre of Expertise (supported by ISED's Innovation Lab) is a multidisciplinary team that encourages the use of innovative methodologies to solve complex policy, program or regulatory challenges in the public service to advance ISED's digital transformation.

The Design Center of Expertise is currently undertaking user research to gain a better understanding of the experience of clients when interacting with ISED programs and

	<p>services. The research will document ISED client experience, identify cross-overs between the business lines of ISED, and generate findings and insights to inform transition advice. Relying on design thinking methodology and following the ISED Digital Playbook, the research process will analyze data collected through design jams, interviews and observations of internal stakeholders and ISED clients across diverse groups (including women and indigenous peoples) with a view to create client personas, journey maps, and enterprise-wide user research data</p> <p><u>Digital Identity:</u> ISED is leading the Verified Organization and Verified Relationship components of the Pan-Canadian Trust Framework (PCTF), a set of standards that allow governments to trust each other's identity validation processes. ISED has finished part one of a three part proof-of-concept on digital ID for business to inform the development of the PCTF. Results of the PoC will be released to PSSDC members shortly.</p> <p><u>Business Number:</u> In collaboration with CRA, ISED will continue to drive BN adoption across the federal landscape in alignment with the new Directive on the BN, which states that federal departments and agencies must use the BN "as the standard identifier of businesses for all transactions between the businesses and their department or agency, by no later than April 1, 2020." ISED is also in the process of launching a Government of Canada API Store with a BN API that will enable departments to connect to the Web Validation Service in 2019.</p> <p><u>GC API Store:</u> ISED is leading the Government of Canada API store, an API management and service delivery platform for Government of Canada APIs. This will enable the exchange of data and services with government, enable business process improvements, and lead to the creation of new innovative digital services for Canadians by both industry and governments. The exchange of data and services that would be enabled by the Government of Canada API Store could lead to integration of services across jurisdictions and the creation of new digital services. ISED launched the GC API Store on April 2, 2019.</p> <p><u>Service Design Workshop with Accelerated Growth Service (AGS) programs:</u> The ISED Digital Lab will be holding a service design workshop in early October with AGS programs from ISED and other federal government departments. The goal is to gather insights to help create a common user profile database to save time for both programs and business owners. In addition, the workshop will facilitate collaboration possibilities across participating AGS programs. The insights gathered will also support Client Relationship Management Service.</p>	
<p>3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other</p>	<p><u>Digital ID:</u> Tell-Us-Once prototype with TBS, CRA, ESDC, and BC leveraging the technology and lessons learned from ISED's Digital ID for Business PoC.</p>	<p>Vidya Shankarnarayan</p>

<p>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>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.</p>	<p>Coordination of similar activities across government to avoid duplication.</p>	<p>Vidya Shankarnarayan</p>