

PSSDC Information-Sharing Template – September 2019

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

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JURISDICTION: Government of Alberta	Contact
<div data-bbox="107 305 422 581"> <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> </div> <div data-bbox="457 272 1640 1511"> <p>Red Tape Reduction</p> <ul style="list-style-type: none"> The Red Tape Reduction Act was introduced in June 2019, it will create new powers to measure, report and reduce red tape – including a new “one-in/one-out” rule for every new regulation created. IMT has a large role in the reduction of red tape, whether it is having more services that can be accessed digitally or receiving evacuation payments during a crisis. A report on the first 100 days of cutting red tape can be accessed here. Additionally, the Government of Alberta (GoA) is currently consulting with internal stakeholders on potential revisions to the Electronic Transactions Act General Regulation. Revising the regulation would support digital program and service delivery, reduce administrative burden, and assist in modernizing business processes. <p>Mobile Auto Insurance</p> <ul style="list-style-type: none"> Albertans who have automobile insurance now have the ability to access and provide proof of insurance on their mobile devices. Supported by stakeholders, this latest initiative comes after consultations with provincial insurance companies and allows for greater consumer choice as a safe, efficient and reliable means for Albertans to access their proof of automobile insurance without the hassle of a paper copy. For information please find the press release here. <p>Canadian Free Trade Agreement</p> <ul style="list-style-type: none"> Alberta announced the elimination of half its procurement exceptions to the 2017 Canadian Free Trade Agreement, committed to review the remaining exceptions and encouraged other provinces to do the same. Other provinces were also challenged to move to automatic mutual recognition of professional and trades qualifications wherever possible. The removal of ineffective and inefficient regulations is a key part of the Red Tape Reduction Action Plan to accelerate investment and get Albertans back to work. <p>MyAlberta eServices (eservices.alberta.ca) – Provides an easy way to pay for various government services online such as driver examinations, home builder’s licences, traffic fines, Alberta Parks passes, and various events, permits, and licences.</p> <ul style="list-style-type: none"> Since its public launch in 2015, seventy-eight products and services have been made available on the site, and over 1.8 million transactions have been completed, totaling more than \$310 million. The site now processes close to \$450,000 every 24 hours. The site supported the launch of the driver examiner road test program in Alberta by accepting payments for driver examination bookings online. <p>MyAlberta Digital ID (account.alberta.ca) – Provides a secure way to access government services online. Having a single, secure platform for online identity management means citizens have a familiar and consistent experience no matter what online service they need.</p> </div>	<div data-bbox="1665 305 1980 727"> <p>Jackie Stankey Director, Enterprise Governance, Strategy & Business Relationship Mgt Ministry of Service Alberta jackie.stankey@gov.ab.ca 780-415-0485</p> <p>Chantal Ritcey Director, Digital Service Technologies Ministry of Service Alberta chantal.ritcey@gov.ab.ca 780-644-7925</p> </div>

- Departments are leveraging MyAlberta Digital ID to enhance security, realize efficiencies, and streamline access to government services. Currently, thirty-six services are available to users.
 - Albertans with a verified MyAlberta Digital ID account can now access their online health records through MyHealth.Alberta.ca.
 - Multiple programs in Advanced Education are now leveraging MyAlberta Digital ID as an identity management solution for public facing applications.
- The introduction of barcode scanning made it easier to create and verify a MyAlberta Digital ID account and halved the number of Albertans seeking contact centre assistance with ID card verification.
- In September 2018, Alberta received a Letter of Acceptance from the Treasury Board Secretariat (TBS) and became the first trusted digital identity provider in Canada. Alberta is the first jurisdiction to offer an online-verified identity that aligns with the Pan-Canadian Trust Framework (PCTF).
 - A federal pilot is underway with ESDC and TBS to allow Albertans with a verified digital ID to register for and access their My Service Canada Account, which offers access to Old Age Security, Employment Insurance, Canada Pension Plan, and includes one click access to the CRA's My Account.
 - The pilot accelerates development of the PCTF by operationalizing it. This will be the first time the PCTF is used by the federal government to consume a trusted digital identity from a province.

MyAlberta Digital ID for Business (business.account.alberta.ca) – Alberta launched an unverified digital ID for businesses in September 2018 that lets administrators and delegates interact with government on behalf of a company.

- Currently, there are nine services available to users.

MyAlberta Evacuation Payments System - The MyAlberta Evacuation Payments System leverages MyAlberta Digital ID to provide a fast and convenient way to receive evacuation payments during a disaster. The Government of Alberta used the system for the first time in May 2019. Online payments reduce stress on affected Albertans by improving accessibility and decreasing lines for those requiring in-person services. Government benefits from reduced reliance on costly pre-paid debit cards and large-scale disbursement centres. The system increases confidence that funds are distributed to the correct citizens, maximizing federal reimbursement.

- When MyAlberta Evacuation Payment System launched at noon on Sunday, May 26, the first applicant received their e-Transfer in 62 minutes. Most eligible applicants received their e-Transfer in under two and a half hours without an in-person visit.
- Within the first 6 hours, over \$2.1 million was distributed to over 2,200 evacuees by e-Transfer.
- To date almost 20k people have received emergency funds, totaling more than \$19.5 million, with over 60% of this being distribute using e-Transfers
- Digital Service Technologies developed MyAlberta Evacuation Payment System internally in under 6 months, in collaboration with Community and Social Services, Treasury Board and Finance, and Municipal Affairs.

	<p>IMT Policy Program</p> <ul style="list-style-type: none"> • In July 2019 a new program was launched that provides central coordination for all IMT policy instruments across the GoA. • Prior to the start of the program, an inventory of current state was completed and over 1900 IMT policy instruments were identified within the GoA. • In the first year, the program team will focus on policy requirements for Enterprise Resource Planning, Red Tape Reduction projects, and other priority projects within the IMT sectors. 	
<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>MyAlberta eServices – Service Alberta is working with stakeholders to maximize the number of services offered on the website. A three-year roadmap helps coordinate projects, onboarding activities and continuous improvement initiatives. Service Alberta continues to automate reconciliation processes to make financial operations more efficient. The development of new features and functions will increase the types of services available online.</p> <p>MyAlberta Digital ID – Service Alberta will continue to make it easier for Albertans to create and verify their MyAlberta Digital ID account using technologies commonly found in smartphones. Service Alberta is also working to onboard more services to the program. Alberta continues to work with federal, provincial, and territorial jurisdictions to ensure that the program enables secure identity information sharing across Canada. Service Alberta is actively engaged in pilot project that will help deliver public services faster, more securely, and at a lower cost.</p> <p>MyAlberta Digital ID for Business – Service Alberta is working to onboard more services to the program and is actively working with Pan-Canadian working groups to establish digital identities for businesses, so they have convenient access to digital services. The program continues to grow and as more services become available, Service Alberta will redesign the site to enhance the user experience and ensure there is a consistent look and feel across all MyAlberta Enterprise Solutions.</p>	
	<p>Government of Alberta Data Lake</p> <ul style="list-style-type: none"> • The GoA's Data Lake is an enterprise data-sharing platform which supports advanced data and big data analytics. The platform includes an enterprise tool for visualization capabilities now in use across multiple ministries. The Data Lake and its associated services will provide the means to develop deeper insights and stronger analytics from GoA data and external data. Six proof of concepts focused on demonstrating the robust capacity of this new platform have been completed (including two focused on Machine Learning and Artificial Intelligence). 	
	<p>Digital Innovation Office (DIO)</p> <ul style="list-style-type: none"> • The digital innovation office accelerates service improvement by delivering exemplar projects alongside program areas and sector CIOs, cultivating digital talent and providing specialized guidance. <ul style="list-style-type: none"> ○ This year the DIO delivered digital service prototypes for Child Care, the Aboriginal Consultation Office (ACO), the Assured Income for Severely Handicapped (AISH) program, and traffic tickets. These program areas are already making transformative change, reducing costs and improving the service experience for Albertans. Each project is undertaken by a small, cross-functional and collaborative team comprised of program area experts, IT staff and digital practitioners. 	

	<p>Death Notification</p> <ul style="list-style-type: none"> • The Death Notification Initiative is a cross-jurisdictional project led by Service Ontario and Service Canada to better understand the death registration and notification process across Canada. The goal is to improve both program integrity and the service experience for citizens. • A Death Notification Working Group (DNWG) was established, with members from provincial service branches and vital statistics offices. The DNWG is tasked with determining an acceptable timeline for death registration and reporting. • The DNWG determined that an acceptable timeline for death registration and reporting is within five days of death. Alberta's Vital Statistics Office already meets this timeline. • The Death Notification Initiative aims to reduce the number of times governments and government departments must be informed of a person's death. Harmonizing these processes across Canadian jurisdictions will reduce the burden on deceased persons' families and create a more efficient process for government and citizens. 	
<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>MyAlberta Digital ID – Other jurisdictions will be interested in the improvements to the user interface and user experience, including a web-based scanning capability for standardized barcodes used on licences across North America.</p> <p>MyAlberta Evacuation Payment System – Other jurisdictions will be interested in Alberta's new approach to disbursing evacuation payments to impacted citizens during a disaster. Alberta developed a system that leverages MyAlberta Digital ID to provide a fast and convenient way to receive evacuation payments during a disaster. The Government of Alberta used the system for the first time in May 2019.</p> <ul style="list-style-type: none"> • Online payments reduce stress on affected Albertans by improving accessibility and decreasing lines for those requiring in-person services. Government benefits from reduced reliance on costly pre-paid debit cards and large-scale disbursement centres. The system increases confidence that funds are distributed to the correct citizens, maximizing federal reimbursement. 	
	<p>Common Business Number (CBN)</p> <ul style="list-style-type: none"> • The Government of Alberta is working on the adoption of a CBN. Implementation is expected for later this year. • When implementation is completed, Alberta will be the first jurisdiction to adopt the new CBN, which is a nine-digit number that can be used across jurisdictions and the Canada Revenue Agency. When fully adopted, it is expected to save time and financial costs for businesses wanting to incorporate in Alberta. This also will give governments and participating partners real-time information. 	
<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>More information from other jurisdictions in the following areas would be beneficial:</p> <ul style="list-style-type: none"> • Online/Digital Services strategy and development. • Digital identity, digital wallet/licenses (e.g., driver's licences) • Online payment (eCommerce) or online disbursement strategy and development. • Blockchain use cases, strategies or initiatives. 	