

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: ONTARIO	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>Simpler, faster, better digital services</p> <ul style="list-style-type: none"> Ontario's <i>Simpler, Faster, Better Services Act</i> came into force in August 2019. The Act creates a role of the Chief Digital and Data Officer, empowers the CDDO to give advice and set standards on digital services and data, and outlines principles for building user centered digital services and being open with data. <p>Online Identity (ID) Proofing Process Design Project</p> <ul style="list-style-type: none"> Leveraging the use of existing provincial data assets, credentials (Driver's License, Birth Certificate) and subject matter inputs from five (5) ministries. <ul style="list-style-type: none"> Ontario recently co-designed a draft online identity proofing process to enable real-time identity validation and verification that will produce a level of trust and confidence, equal to or better than presenting a government issued ID in-person when accessing government services. <p>Business Number</p> <ul style="list-style-type: none"> Since 2017, over 20 Ontario ministries have been consulted to participate in the expanded use of the Business Number (BN) as the common business identifier in Ontario, which will connect key ministry programs to the Business Directory system (the BN hub for Ontario). Through this research, 135 business-facing programs were identified and selected to begin collecting and using the BN through a multi-phased implementation plan by applying one of the two models: <ul style="list-style-type: none"> Full BN Adoption (Integrated Model): direct system connection to the Business Directory BN Expansion (Base Model): manually validation of the BN or using it as a business identifier Full BN Adoption Model impacts over 30 programs or approximately 25 percent of all business-facing programs, whereas BN Expansion model impacts over 100 programs or 75 percent of business-facing programs. Under BN Expansion Model, Partners were slotted into different waves, and during last two years, 53 programs adopted Business Number and

Honey Dacanay
Executive Lead, Digital Service
Standard, Ontario Digital Service
honey.dacanay@ontario.ca

Rob Devries
Assistant Deputy Minister,
Platforms, Ontario Digital Service
robert.devries@ontario.ca

Mario Tarsitano
Director, Continuous Improvement,
Operational Support Division,
ServiceOntario
mario.tarsitano@ontario.ca

	<p>joined BN Expansion model, and 46 additional programs will join BN Expansion model by March 2020.</p> <p>Contact Centre Modernization</p> <ul style="list-style-type: none"> Ontario has built a new Enterprise Contact Centre Solution and Service that has had us transition over 44 of our contact centres to a single capability which enables over 20M+ contacts annually, supporting 2100 of our staff that deliver services through 56 different locations in Ontario. Through this transition, we also shifted also our thinking around how we should be using technology capabilities. Our focus was and is not to “just answer calls” but rather create a customer experience with a design that supports the needs of the people of Ontario and improves how we deliver our services This also meant that we had to explore purposefully the technology capabilities we had available to us and implement services using features like online chat to complement our strategy for moving people online to also keeping them online when they need support, interaction analytics so to better understand why the people of Ontario are connecting with us through the phone and how can we use this information to improve our digital products and integration with chat bots in order to extend our ability to service the needs of the people of Ontario beyond our normal hours of operation. 	<p>Olga Bakonyi Head, Contact Centre Modernization, Government Services Integration Cluster olga.bakonyi@ontario.ca</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>	<ul style="list-style-type: none"> Top 10 Transactions - 65% uptake by 2023/24: ServiceOntario’s Top 10 transactions by volume make up nearly 21 million transactions annually. Of the Top 10 transactions, 3.4 million (or ~17%), are currently completed online. Moving new transactions online, as well as increasing uptake of existing online transactions, will significantly reduce the cost per transaction of key services for the people and the government of Ontario. The Top 10 program is tasked with driving greater migration to online services for the ten programs with the highest transactional volumes through the lens of Ontario’s Digital First Strategy. This includes transforming the underlying program rules, as well as the operations of digital service delivery and development, to enable significant cost savings. The program’s target is to achieve approximately 65% update to these services by 2023/24. Online Identity (ID) Proofing Process Design Project: The draft ID proofing process will continue to go through refinements and undergo the Pan-Canadian Trust Framework (PCTF) conformance assessment to identify gaps and its outcome will inform the requirement and development of a data access gateway to support real-time validation and 	<p>Michael Maddock Assistant Deputy Minister, Digital Ontario Digital Service michael.maddock@ontario.ca</p> <p>Rob Devries Assistant Deputy Minister, Platforms, Ontario Digital Service robert.devries@ontario.ca</p>

	<p>verification.</p> <ul style="list-style-type: none"> • APIs and API Gateway: Ontario has started a proof of concept (POC) to develop basic API's (Application Programming Interfaces) to expose identity related data from trusted government assets. In addition, this includes establishing an API Gateway that will provide a single access point for internal and external consumers of these APIs in support of real-time validation of identity claims. This work is being done in a controlled lab/test environment to validate assumptions on approach and technology. • Digital Identity POCs and Pilots: Ontario has been engaging Ministry organizations across the OPS to identify potential opportunities for POCs and pilots to demonstrate the benefits of a DI solution/approach. • Pan-Canadian Trust Framework: Ontario will continue to work closely with Federal-Provincial/Territorial (F-P/T) Tables to advance the Identity Management priority and development of the Pan Canadian Trust Framework (PCTF) which will inform Ontario's policy approach to enable a digital identity program in the province. · Ontario also recognizes the value of a DI ecosystem that can interoperate with other governments as well as the private sector as a means to reduce the burden on both citizens and businesses. • Sovrin / Digital Wallet: Ontario is experimenting the use of digital identities with the Sovrin decentralized identity network. This includes use of the Sovrin digital wallet and publishing of identity claims to the wallet and onto the Sovrin blockchain network. This is another learning opportunity for Ontario and the information will be used to inform our future path forward. 	
<p>3. <u>Showcase/Sharing:</u> 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>	<ul style="list-style-type: none"> • API Standard: Ontario is developing a set of guidelines for teams developing Application Programming Interfaces (APIs), which are key to creating interoperable digital systems. The working group is building off of expertise from industry leaders and other government digital services to create a comprehensive roadmap that will cover not only technical specifications but also business requirements. The draft is in early alpha stages right now and we welcome feedback from all interested parties. 	<p>Sheena Samuel Senior Manager, Tech Chapter, Ontario Digital Service sheena.samuel@ontario.ca</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.

--	--