

## **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: Treasury Board of Canada Secretariat (TBS), Government of Canada (GC)	Contact
<div data-bbox="107 233 422 532" data-label="Section-Header"> <p><b>1. <u>Accomplishments:</u></b> Briefly highlight <b>major service delivery accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction <b>over the past 6-12 months.</b></p> </div> <div data-bbox="457 233 716 261" data-label="Section-Header"> <p><b>Open Government</b></p> </div> <div data-bbox="457 269 1640 737" data-label="List-Group"> <ul style="list-style-type: none"> <li>• TBS Successfully hosted the Open Government Partnership (OGP) Global Summit in May 2019, with over 2,600 participants from 115 countries. The Summit featured approximately 14 sessions related to the topics of digital and service delivery.</li> <li>• On the margin of the OGP Global Summit, TBS hosted a Local Government Side Event (attended by about 200 participants from the OGP community) to reflect on how open government and service delivery can be further promoted at the local level.</li> <li>• The <a href="#">Access to Information and Privacy (ATIP) Online Request Service</a> was launched on October 2018 after four rounds of user testing with Canadians. This testing allowed Canadians to provide input into the design of the service. Artificial Intelligence search and recommendation engines were added before the launch following feedback received from Canadians, which make it easier for Canadians to find what they are looking for while encouraging them to first search for existing requests before putting in a new request. The service was launched with 8 small institutions and over 150 institutions have now been onboarded.</li> </ul> <div data-bbox="457 808 642 836" data-label="Section-Header"> <p><b>Digital Policy</b></p> </div> <div data-bbox="457 844 1640 1547" data-label="List-Group"> <ul style="list-style-type: none"> <li>• Following the open and collaborative development on the policy language with various stakeholders, the new TBS <a href="#">Policy on Service and Digital</a> was approved by Treasury Board in July 2019 and will take effect April 1, 2020. It will replace the Policy Framework on Information and Technology, the Policy on Management of Information Technology, the Policy on Information Management, the Policy on Service, and the Policy on Acceptable Network and Device Use. The <a href="#">Directive on Service and Digital</a> will take effect on April 1, 2020. It will replace the Directive on Management of Information Technology, the Directive on Information Management Roles and Responsibilities, and the Directive on Recordkeeping.</li> <li>• This new set of rules seeks to: <ul style="list-style-type: none"> <li>○ enhance integrated governance, planning and reporting for an enterprise approach,</li> <li>○ increase the focus on the client and digital enablement across all services and channels,</li> <li>○ strengthen management of information</li> <li>○ better manage and protect systems and information and improve interoperability</li> <li>○ support the workforce capacity and capability</li> </ul> </li> <li>• The GC Service Inventory was expanded from 11 large service departments to 85 departments and agencies. Once the annual update is complete in September 30, 2019, it will contain key information that enables the GC to better capture, understand and strategically manage its portfolio of services.</li> </ul> </div> </div>	<div data-bbox="1675 233 1955 331" data-label="Text"> <p>Melanie Robert <a href="mailto:Melanie.Robert@tbs-sct.gc.ca">Melanie.Robert@tbs-sct.gc.ca</a></p> </div> <div data-bbox="1675 802 1913 899" data-label="Text"> <p>Sonya Read <a href="mailto:Sonya.Read@tbs-sct.gc.ca">Sonya.Read@tbs-sct.gc.ca</a></p> </div>

- The GC Report on Service was finalized and was released in July, 2019. The report is articulated around the [GC Service Strategy](#)'s three main goals: client-centricity; ease of use; and, seamless experience. It builds off the Strategy's 10 work streams and related data points. This web-only report was developed in collaboration with major service departments and highlights service improvements over the last few years, some of the challenges being faced and the plan for moving forward in each service area.
- In support of the new [Accessible Canada Act](#), TBS published the [Accessibility Strategy for the Public Service of Canada](#). The strategy sets out how the public service can identify, prevent and remove physical, systemic and cultural obstacles to participation of persons with disabilities

#### **Information and Privacy Policy**

- Bill C-58, an Act to amend the Access to Information Act and the Privacy Act, came into force on June 21, 2019. The bill provides the Information Commissioner with the power to make binding orders to government institutions and puts into practice the principle of "open by default" in the digital age by making key information available proactively, without the need to make a request.
- Published the [Privacy Breach Action Plan](#) and a detailed Privacy Breach Workplan to the Canada.ca domain on July 4, 2019.
- In January 2019, engaged the ATIP community to develop and share best practices and tools on privacy breach management.
- Developed new content on privacy for the Canada School of Public Service Security Awareness course (A230).
- In March 2019, worked one-on-one with federal institutions to ensure more consistent reporting on privacy breaches in Annual Reports to Parliament.

#### **Digital Change**

- As part of its work to better socialize and reinforce the importance of digital government, TBS created a dedicated section on Canada.ca for [Digital government](#).
- In September 2018, the Minister of Digital Government announced the [Government of Canada Digital Standards](#). These Standards establish how all public servants must work differently in the digital age, including ensuring that users and their needs are at the heart of services, programs and operations, and that the GC leverages digital technologies and methods to deliver the high-quality services Canadians expect. The Standards were integrated as part of the new TBS [Policy on Service and Digital](#) suite of policy instruments and are reflected in TBS's [2018-2022 Digital Operations Strategic Plan](#) (December 2018), the third iteration of the plan which sets and provides insight into the government's digital direction.
- The GC launched Canada's Digital Academy at the Canada School of Public Service to equip public servants with the skills they need to work in a digitally-enabled environment. Open by default and collaborative in nature, the Academy is bringing

Ruth Naylor  
[Ruth.Naylor@tbs-sct.gc.ca](mailto:Ruth.Naylor@tbs-sct.gc.ca)

Olivia Neal  
[Olivia.Neal@tbs-sct.gc.ca](mailto:Olivia.Neal@tbs-sct.gc.ca)



	<p>dashboards to highlight departmental level performance and key services. These GC service dashboards will make it easier for Canadians to understand the existing open data set.</p> <p><b>Digital Enablement</b></p> <ul style="list-style-type: none"> <li>The Government of Canada supports an omni-channel service vision, OneGov, where citizens can access any government service digitally, on any platform, using any device, and through any partner. Efforts are being made to advance the enabling technologies within government to achieve this vision as well as secure partnerships with industry that demonstrate this vision in practice.</li> </ul> <p><b>Information and Privacy Policy</b></p> <ul style="list-style-type: none"> <li>Full review of the Access to Information Act: Bill C-58 commits the Government to begin a full review by June 2020.</li> <li>Update the Access to Information policy suite and provide guidance to reflect amendments made to the Access to Information Act and the Privacy Act as a result of C-58.</li> <li>Support work towards renewed privacy legislation for the digital age.</li> <li>Develop and publish tools and guidance to support consistent application of the Privacy Act, Regulations and related policies across the federal government.</li> </ul> <p><b>Cyber Security</b></p> <ul style="list-style-type: none"> <li>TBS, in collaboration with Identity Management Sub Committee (IMSC) will continue with the development and assessment of the public sector profile of the Pan Canadian Trust Framework. These collective efforts will simplify citizen access to digital services across jurisdictions by reducing administrative barriers and boundaries in the FPT landscape.</li> </ul>	<p>Owen Teo  <a href="mailto:Owen.Teo@tbs-sct.gc.ca">Owen.Teo@tbs-sct.gc.ca</a></p> <p>Ruth Naylor  <a href="mailto:Ruth.Naylor@tbs-sct.gc.ca">Ruth.Naylor@tbs-sct.gc.ca</a></p> <p>Imraan Bashir  <a href="mailto:Imraan.Bashir@tbs-sct.gc.ca">Imraan.Bashir@tbs-sct.gc.ca</a></p>
<p><b>3. Showcase/Sharing:</b>  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?</p>	<p><b>Open Government</b></p> <ul style="list-style-type: none"> <li>TBS would be interested in sharing the approach adopted by the Canadian Open Government Working Group (COGWG) to identify high-value datasets through collaboration between all levels of government and civil society.</li> <li>Content and videos from the over 100 OGP Global Summit sessions will be made publicly available on the <a href="#">OGP YouTube channel</a> soon.</li> <li>The <a href="#">Guide to GBA+ and Inclusive Open Government</a> released by TBS could be applied in many different types of citizen-oriented processes and policies.</li> </ul> <p><b>Digital Policy</b></p>	<p>Melanie Robert  <a href="mailto:Melanie.Robert@tbs-sct.gc.ca">Melanie.Robert@tbs-sct.gc.ca</a></p> <p>Sonya Read</p>

<p><i>(This information will help in agenda planning for future meetings.)</i></p>	<ul style="list-style-type: none"> <li>• TBS would like to share the Policy on Service and Digital and the development process</li> <li>• TBS would like to demonstrate its prototype GC wide service dashboard and explore opportunities for collaborations.</li> </ul> <p><b>Information and Privacy Policy</b></p> <ul style="list-style-type: none"> <li>• TBS would like to share information on legislative initiatives to modernize the Access to Information Act.</li> <li>• TBS would like to work with the PSCIOC/PSSDC Privacy Sub-Committee and the Office of the Privacy Commissioner to identify opportunities to streamline Privacy Impact Assessments.</li> </ul> <p><b>Digital Enablement</b></p> <ul style="list-style-type: none"> <li>• TBS is seeking examples of innovative service solutions at the provincial and territorial level that have the potential to be scaled, particularly services that are using modern integration approaches, e.g. Application Programming Interfaces.</li> </ul> <p><b>Cyber Security</b></p> <ul style="list-style-type: none"> <li>• TBS would like to share the following resources: <ul style="list-style-type: none"> <li>○ <a href="#">Github repository for Pan-Canadian Trust Framework</a>.</li> <li>○ <a href="#">Directive on Identity Management</a>.</li> <li>○ The <a href="#">Security Playbook for Information System Solutions</a>, which proposes a set of security tasks and considerations for building security in and when designing and implementing GC information system solutions in cloud environments.</li> </ul> </li> </ul>	<p><a href="mailto:Sonya.Read@tbs-sct.gc.ca">Sonya.Read@tbs-sct.gc.ca</a></p> <p>Ruth Naylor <a href="mailto:Ruth.Naylor@tbs-sct.gc.ca">Ruth.Naylor@tbs-sct.gc.ca</a></p> <p>Owen Teo <a href="mailto:Owen.Teo@tbs-sct.gc.ca">Owen.Teo@tbs-sct.gc.ca</a></p> <p>Imraan Bashir <a href="mailto:Imraan.Bashir@tbs-sct.gc.ca">Imraan.Bashir@tbs-sct.gc.ca</a></p>
<p><b>4. Issues and Needs:</b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>	<p><b>Open Government</b></p> <ul style="list-style-type: none"> <li>• TBS is working on fostering a “publish with a purpose” approach on open data. TBS would appreciate assistance from PSSFC to connect with stakeholders that are interested in addressing specific issues for which they would need a dataset to be opened.</li> </ul> <p><b>Digital Policy</b></p> <ul style="list-style-type: none"> <li>• Collaborate with other jurisdictions in developing methodology, tools guidance, training etc. for accessibility of digital services and promoting the development of inclusive and accessible services from the start.</li> </ul> <p><b>Cyber Security</b></p> <ul style="list-style-type: none"> <li>• TBS will continue to develop tools and templates to establish a secure foundation within cloud service provider environments in support of the delivery of secure GC digital services. TBS would welcome any thoughts, should members wish to participate.</li> </ul>	<p>Melanie Robert <a href="mailto:Melanie.Robert@tbs-sct.gc.ca">Melanie.Robert@tbs-sct.gc.ca</a></p> <p>Sonya Read <a href="mailto:Sonya.Read@tbs-sct.gc.ca">Sonya.Read@tbs-sct.gc.ca</a></p> <p>Imraan Bashir <a href="mailto:Imraan.Bashir@tbs-sct.gc.ca">Imraan.Bashir@tbs-sct.gc.ca</a></p>

	<ul style="list-style-type: none"><li>• TBS is seeking support from PSSDC on the development and adoption of the Public Sector Profile of the Pan-Canadian Trust Framework (PCTF). This includes formalizing the assessment process, communications, and engagement (i.e. infographics).</li></ul>	
--	--	--