

## PSSDC Information-Sharing Template – September 2016

<b>JURISDICTION:</b> <b>British Columbia</b>	<b>Contact</b> <b>Ron Hinshaw</b>
<p><b>1. <u>Accomplishments:</u></b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p> <p><b><u>BC Services Card Program</u></b></p> <ul style="list-style-type: none"> <li>• The Program is into year three of a five-year card roll-out with 3.6M BC Services Cards issued as of July 31, 2016</li> <li>• The Card is currently being used by citizens as a CareCard replacement and identity credential</li> <li>• Between June 16 and July 15, 2016, a pilot was conducted by Land Title &amp; Survey Authority (LTSA) with several lawyers, notaries and land surveyors using their BC Services Card to access LTSA's existing online portal service.</li> <li>• Other active onboarding opportunities underway are:             <ul style="list-style-type: none"> <li>○ Ministry of Finance - Biller Direct</li> <li>○ Ministry of Finance - PayBC</li> <li>○ Provincial Health Services Authority/Canadian Blood Services - CareConnect</li> <li>○ Ministry of Education - Student Transcripts Service</li> <li>○ Ministry of Technology, Innovation &amp; Citizens' Services – BC Biometrics, to be used by Ministry of Public Safety and Solicitor General for the Okanagan Correctional Centre</li> </ul> </li> <li>• During September and October 2015, passcode issuance training was piloted with staff in 15 Service BC offices. Feedback from this pilot training was used to finalize the training module.</li> <li>• Research and usability testing was conducted to better understand the needs and expectations of citizens when using their BC Services Card to access online government services. Citizen testers used a USB card reader or near field communication (NFC) enabled mobile device. Twenty-two (22) people at five Service BC locations across the province participated</li> <li>• A prototype solution for in-person authentication was developed that focused on online authentication scenarios. Work included developing the user interface, business logic, and logging for an in-person authentication component that could be embedded in a relying party's web application</li> <li>• The mobile card reader application developed for Android devices was successfully published to the Google Play Store on February 10, 2016</li> </ul> <p><b><u>New Societies Act:</u></b></p> <ul style="list-style-type: none"> <li>• A new Societies Act was passed on May 14, 2015.</li> <li>• There are more than 27,000 societies in B.C., ranging from small community-based organizations to large charitable organizations.</li> <li>• The current Society Act, which this bill replaces, was enacted in 1977.</li> <li>• The new Societies Act will come into force on November 28, 2016.</li> <li>• Societies will file documents electronically with the corporate registry.</li> </ul>	<p>Sophia Howse Executive Director, Provincial IDIM Program, Office of the CIO Ministry of Technology, Innovation and Citizens' Services 250-213-7855 <a href="mailto:Sophia.Howse@gov.bc.ca">Sophia.Howse@gov.bc.ca</a></p> <p>Carol Prest Executive Director and Registrar, Service BC Ministry of Technology, Innovation and Citizens' Services 250-356-8658</p>

	<ul style="list-style-type: none"> <li>Existing societies must change over to the new Act (“transition”) by filing an electronic version of their constitution, bylaws and other core information with the corporate registry by November 28, 2018.</li> </ul> <p><b><u>Business Number Adoption:</u></b></p> <ul style="list-style-type: none"> <li>BC has changed the governance structure for OneStop and the Business Number (BN) to align with the establishment of the Service Delivery Board for business.</li> <li>In terms of expansion of the Business Number, BC has implemented the changes required to onboard the Natural Resource Sector in 2016. The Natural Resource Sector includes 6 ministries that will all use the BN as the unique identifier for businesses operating in the sector.</li> <li>We’re modernizing our registry services to add a digital identity service, using the business number to verify business registration information. This will build on the BC Services Card to allow the right person, such as the principal on file with registry services for a given company registration, to provide verified business registration information as digital information from BC registry services. This is important in a wide range of processes where businesses are enrolled as the clients for public services. One example is the corporate clients of our Natural Resource Sector – forestry, mining, energy, recreation, etc.</li> </ul> <p><b><u>Tribunal Transformation Initiative – Ministry of Justice:</u></b></p> <ul style="list-style-type: none"> <li>The Tribunal Transformation Initiative (TTI) will bring modern, citizen focused, and affordable justice services to British Columbians.</li> <li>By co-designing with citizens, leveraging a flexible cloud based platform, and focusing on streamlining and modernization this process is simplifying access to justice. On July 13th, the Civil Resolution Tribunal (CRT), Canada’s first digital by default Justice Body, opened its doors. Now, rather than incurring legal costs amounting to tens of thousands of dollars, people with strata disputes in BC can use the CRT’s online resolution tools for free and, as necessary, file a claim with the CRT for \$125.</li> <li>The CRT is replacing traditional court like processes with an expert system featuring simple, user-focused, digitally-guided pathways to solutions.</li> <li>This transformation is about moving away from complicated processes requiring expensive expertise to navigate, to simpler, user-friendly, digitally guided processes, which are easy enough for a citizen to self-navigate.</li> <li>This initiative is driving improvements to the citizen service experience, confidence in Government and the Justice System, and lower costs for disputants and taxpayers.</li> </ul>	<p><a href="mailto:carol.prest@gov.bc.ca">carol.prest@gov.bc.ca</a></p> <p>Carol Prest Executive Director and Registrar, Service BC Ministry of Technology, Innovation and Citizens’ Services 250-356-8658 <a href="mailto:carol.prest@gov.bc.ca">carol.prest@gov.bc.ca</a></p> <p>Mac Campbell</p> <p>Director of Business Transformation, Ministry of Justice</p> <p>250-387-1761 <a href="mailto:Mac.Campbell@gov.bc.ca">Mac.Campbell@gov.bc.ca</a></p>
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## **2. Priorities:**

Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.

### **DataBC:**

- Work on the [BC Developers' Exchange](#) continues. Organizations such as BC Assessment, the Queens Printer and the Province are actively collaborating with developers to create real-world tech solutions to business needs.
  - Create an API specification to deliver property assessment data
  - Find improvements to the code to better deliver provincial legislation
  - Co-develop enhancements to improve the functionality of engage.gov.bc, the Provinces' WordPress engagement platform.

### **BC Services Card – Onboarding Services:**

- Continue working with BC Services Card Program partners – the Ministry of Health and ICBC – to complete card issuance to all eligible BC residents by 2018
- Continue to work with government and broader public sector clients regarding potential opportunities to expand use of the BC Services Card, such as:
  - Ministry of Advanced Education - StudentAid BC
  - Ministry of Advanced Education/Government Communications & Public Engagement – myGov portal
  - Ministry of Education - MyEducation BC
  - Ministry of Justice - Court Services Digital Program
  - Ministry of Social Development and Social Innovation – My Self Serve portal
- All Service BC offices targeted to complete online passcode issuance training modules by end of September 2016
- Finalize the production-ready solution which allows in-person authentication using the Photo BC Services Card
- Expand mobile authentication options to offset card reader/passcode issuance
- Continue to support a consistent and quality user experience by providing the underlying tools for citizens and businesses to access government services on a digital platform. For example, a corporate service where a business owner would have a single point of access for its major business transactions with government.

### **BCeID and Common Logon Page (CLP) – Usability Enhancements:**

- The look and feel, and content of BCeID and CLP applications are being updated:
  - To align with BC's Government Communication and Public Engagement web standards and to be mobile-friendly.
  - To support ministries launching new systems that require a more streamlined user experience for CLP and BCeID.
- To move towards a common look and feel for the BC Government main authentication services, e.g., BCeID, BC Services Card, CLP.

### **Emerging Priority – Death Notification:**

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	<ul style="list-style-type: none"> <li>• BC's Service Delivery Board is working with ministries and the Vital Statistics Agency to identify options and requirements for expanding the use of electronic death notifications in BC.</li> <li>• The Death Notification Checklist, jointly developed by Service BC and Service Canada continues to be a valuable tool used by citizens, government staff and funeral homes in BC.</li> </ul> <p><b><u>Service BC Offices – Service Integration:</u></b></p> <ul style="list-style-type: none"> <li>• Building on the success of the launch of an integrated Service Centre in Victoria and a detailed lesson learned review, Service BC and the Ministry of Social Development and Social Innovation (SDSI) opened four additional integrated service locations in 100 Mile House, Grand Forks, Dawson Creek and Fort St. John.</li> <li>• SDSI staff in these communities now use technology to focus on virtual serve delivery to a province wide client base. Service BC is fully responsible for providing over the counter services to clients locally. From the citizen perspective, these service centres are delivering a more consistent service experience and enabling a seamless transition of service between organizations.</li> </ul> <p><b><u>Contact Centre Consolidation and Transformation Project:</u></b></p> <ul style="list-style-type: none"> <li>• In 2014, Cabinet gave direction to consolidate contact centres across government to improve citizen access.</li> <li>• In response, by June 2017 Service BC will procure a new contact centre solution to replace the current service.</li> <li>• The new solution strives to balance the most efficient and cost effective means to deliver contact centre services while maintaining citizen satisfaction levels.</li> <li>• The future-state contact centre model is one with seamless transitions and a consistent quality service experience between channels and business areas.</li> <li>• For ministry partners, the future-state contact centre model adds value by enabling the ministries to focus their expertise on complex service delivery.</li> <li>• The new contact centre will be a first point of contact for self-serve, in addition to providing informational and appropriate transactional services.</li> <li>• For government, this model adds value by taking a whole-of-government approach to service delivery, leveraging existing technologies and maximizing staffing resources and expertise.</li> </ul> <p><b><u>PayBC:</u></b></p> <ul style="list-style-type: none"> <li>• The PayBC vision is to streamline and standardize business processes and provide one consistent payment solution for citizens and businesses.</li> <li>• PayBC will enable the standardization of invoices and accounts, and facilitate a standard payment experience for citizens and businesses in BC. In addition it will provide standard processing for government financial staff.</li> <li>• PayBC will support multiple payment channels and provide a standardized corporate online payment front-end applet for clients.</li> </ul>	<p>Ministry of Technology, Innovation and Citizens' Services 250-356-2031 <a href="mailto:Ron.Hinshaw@gov.bc.ca">Ron.Hinshaw@gov.bc.ca</a></p> <p>Ron Hinshaw Executive Director, Service BC Ministry of Technology, Innovation and Citizens' Services 250-356-2031 <a href="mailto:Ron.Hinshaw@gov.bc.ca">Ron.Hinshaw@gov.bc.ca</a></p> <p>Adriana Poveda Director, Service BC Ministry of Technology, Innovation and Citizens' Services 778-698-2090 <a href="mailto:Adriana.Poveda@gov.bc.ca">Adriana.Poveda@gov.bc.ca</a></p> <p>Stu Hackett Executive Director, Strategic Support Services, Service BC Ministry of Technology, Innovation and Citizens' Services 250-952-9585 <a href="mailto:stu.hackett@gov.bc.ca">stu.hackett@gov.bc.ca</a></p>
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	<ul style="list-style-type: none"> <li>PayBC will build functionality for all accounts receivable (AR), payment and revenue management requirements, and will leverage Treasury's electronic payment service, which provides for the payment interchange between the banks and government. It will use government's identity management solutions (BCeID, BC Services Card).</li> <li>Phase 1 of PayBC was delivered in July 2016 and offers payment options for a small number of services; the service will expand over a period of years.</li> </ul> <p><b>MyGov</b></p> <ul style="list-style-type: none"> <li>MyGov aims to allow British Columbians to securely access and manage relevant government services through a consistent digital interface with government, and, over time, the BC public sector. It helps citizens learn about services that are relevant to them, get notified about the status of applications, and manage their personal information in a way that is secure, consent based and privacy enhancing.</li> <li>The vision is a modern, convenient digital service option for British Columbians that want to access public sector services online.</li> <li>We imagine a 'progressive personalization' model, where as citizens choose to share information, their experience can become more tailored to their needs. However, MyGov would not create new services or new data, but instead provide a "view" to information and services from ministries/program areas/service providers. Enabled by identity management, MyGov will be a window that allows users to pass information to program areas who remain responsible for managing and maintaining the personal information of citizens.</li> </ul>	<p>David Hume Executive Director, Citizen Engagement, Strategic Initiatives Division, Ministry of Government Communications and Public Engagement 250-589-9043 <a href="mailto:David.Hume@gov.bc.ca">David.Hume@gov.bc.ca</a></p>
<p><b>3. <u>Issues and Needs:</u></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><u>BC Services Card:</u></b></p> <ul style="list-style-type: none"> <li>Ongoing discussion on Canada's Digital Interchange to support identity management</li> </ul>	<p>Sophia Howse Executive Director, Provincial IDIM Program, Office of the CIO Ministry of Technology, Innovation and Citizens' Services 250-213-7855 <a href="mailto:Sophia.Howse@gov.bc.ca">Sophia.Howse@gov.bc.ca</a></p>
<p><b>4. <u>Planning for Council Meetings:</u></b> Please <b>identify topics of particular interest</b> to your jurisdictions for future Council Meetings. <i>(Please provide a brief description for each item.)</i></p>	<ul style="list-style-type: none"> <li>Showcase Self Service Initiatives Implemented across Jurisdictions BC Examples:</li> <li>My Self Serve (MySS) – Online Portal for Income Assistance – Ministry of Social Development and Social Innovation</li> <li>StudentAid BC – Online Student Loan Application and Tracking - Ministry of Advanced Education</li> <li>Autism Funding and Child Care Subsidy - Online self-serve client portal - Ministry of Children and Family Development</li> <li>Natural Resource Permitting Project – Online applications and permits - Ministry of Forests, Lands and Natural Resource Operations</li> </ul>	

