

## PSSDC Information-Sharing Template-September 2016

**Jurisdiction: Treasury Board of Canada Secretariat: Chief Information Officer Branch**

<p><b>1. Accomplishments:</b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>To support departmental implementation of the <a href="#">Policy on Service</a>, an updated and consolidated <a href="#">Guideline on Service Management</a> is being finalized for publication to replace the five modules that have been previously published. In addition, the service community of practice is being further developed through outreach and engagement activities, such as the delivery of the first Deputy Minister level GC Service Management Summit, which was held in June 2016, and the launch of various on-line discussion fora on GCpedia and GCconnex.</p> <p><b>Canada's Digital Interchange</b> The federal and P/T governments are working together to develop a seamless, secure, scalable service to validate information across administrative boundaries and improve the online service experience, enhance integration and contribute to a "tell-us-once" approach.</p> <p>In the past year, the federal Treasury Board Secretariat, in collaboration with Employment and Social Development Canada, has coordinated interjurisdictional efforts to develop a business case for this project. Notable milestones include:</p> <ul style="list-style-type: none"> <li>• Broad engagement conducted with federal departments and each PT jurisdiction to gather business needs and develop elements of the business case</li> <li>• Business case finalized and in the final stages of approval</li> </ul> <p><b>The Guideline on Identity Assurance</b> was published on the Government of Canada web site in March, 2016. This Guideline supports implementation of the minimum requirements to establish the identity of an individual to a given level of assurance, and supports the Treasury Board Policy on Government Security and the</p>	<p>Nicholas Wise <a href="mailto:Nicholas.Wise@tbs-sct.gc.ca">Nicholas.Wise@tbs-sct.gc.ca</a> (613) 369-9655</p> <p>Annik Casey <a href="mailto:Annik.Casey@tbs-sct.gc.ca">Annik.Casey@tbs-sct.gc.ca</a> (613) 369-9653</p> <p>Rita Whittle <a href="mailto:Rita.Whittle@tbs-sct.gc.ca">Rita.Whittle@tbs-sct.gc.ca</a> 613-369-9681</p>
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	<p>Treasury Board Directive on Identity Management.</p> <p>The cyber authentication service was implemented in 2012 and enables clients of Government of Canada online services to securely sign in using their existing online banking credential (e.g. username &amp; password) from several Canadian financial institutions or using the GC-branded credential called GCKey. In February 2016, Desjardins onboarded as a Credential Service Provider, bringing the number of Sign-In Partners to seven financial institutions.</p> <p><b>GC Web Renewal</b></p> <p>The Web Renewal Initiative is a multi-year project which was launched December 2013 and will consolidate over 90 department and agency's websites into a single user-centric website—Canada.ca. In October 2015, a change of infrastructure for Canada.ca began the move of a variety of technical platforms across government to one managed web service. The Canada.ca site went live in December 2015. The onboarding process began in Spring 2016 and TBS is working with departments and agencies to plan and schedule their migration to Canada.ca accordingly. As of July 31, 2016, there have been more than 31 million page views and zero downtime.</p>	<p>Janet Rumball  <a href="mailto:Janet.Rumball@tbs-sct.gc.ca">Janet.Rumball@tbs-sct.gc.ca</a>  613-859-1479</p>
<p><b>2. Priorities:</b>  Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b></p>	<p>TBS continues to work with partners to develop a GC Service Strategy that addresses both 1) new mandate commitments conferred on the President of the Treasury Board for the single window GC service delivery and related performance standards, and 2) the recommendations of the 2013 Auditor General's examination of Online Services.</p> <p>Through the Treasury Board Policy on Service and new tools and initiatives; the TBS Chief Information Officer Branch will support the delivery of the new mandated commitments, continue to; broaden the service management community of practice, and improve the quantity</p>	<p>Nicholas Wise  <a href="mailto:Nicholas.Wise@tbs-sct.gc.ca">Nicholas.Wise@tbs-sct.gc.ca</a>  (613) 396-9655</p>

	<p>and quality of online services available to Canadians and businesses.</p> <p>Over the coming months, the <b>Canada's Digital Interchange (CDI)</b> Task Force will continue to work with federal and provincial partners to operationalize CDI. Service improvement projects will be identified to pilot CDI's digital identity features such as validation of identity information, notification of change in identity information and retrieval of identity information initiatives.</p> <p>TBS CIOB continues to work with other jurisdictions to ensure a Pan-Canadian approach towards federating identity management. Work is now underway on a <b>Pan-Canadian Identity Trust Framework</b> with the Identity Management Sub-Committee (IMSC), which will enable jurisdictions to trust and leverage each other's identity management and assurance processes.</p> <p>The GC is also working with the Digital ID and Authentication Council of Canada (DIACC), a non-profit coalition of public and private sector leaders, committed to developing a Canadian digital identification and authentication framework, to ensure that elements of such a framework could apply to both the public and private sector. This will result in improved service delivery through increased integrity and streamlined user experience.</p> <p>The <b>cyber authentication solution</b>, also known as the Federation of Credentials, includes a GC-branded credential and a Credential Broker Service. The solution has been in steady-state operation since 2012 with over 80 online services currently being securely accessed by approximately 9.6 million clients. An interdepartmental working group has been formed to plan for an "evolved" cyber authentication solution that will advance the service and support federated identity initiatives, as these two contracts will expire in 2019. The GC is exploring a pan-Canadian procurement vehicle for the evolved</p>	<p>Annik Casey  <a href="mailto:Annik.Casey@tbs-sct.gc.ca">Annik.Casey@tbs-sct.gc.ca</a>  (613) 369-9653</p> <p>Rita Whittle  <a href="mailto:Rita.Whittle@tbs-sct.gc.ca">Rita.Whittle@tbs-sct.gc.ca</a>  613-369-9681</p>
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	<p>service.</p> <p><b>GC Web Renewal</b>  The Canada.ca web site is designed and managed to enhance the user experience featuring streamlined navigation and search. The migration of the GC websites has been divided into four streams and will be completed by December 31, 2017. In 2016-17, the focus is on the migration of departmental websites to Canada.ca.</p>	<p>Janet Rumball  <a href="mailto:Janet.Rumball@tbs-sct.gc.ca">Janet.Rumball@tbs-sct.gc.ca</a>  613-859-1479</p>
<p><b>3. 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>Better and more comprehensive information on citizens' expectations on government/private sector roles to help citizens protect their digital identity as we move to digital services and more transacting online.</p> <p>To help with the development and implementation of the GC Service Strategy we will be building capacity and tools to support a more client-centric and increasingly digital service delivery orientation. This means moving towards a single online delivery window, and harvesting feedback on client preference and satisfaction to inform service transformation going forward.</p>	<p>Nicholas Wise  <a href="mailto:Nicholas.Wise@tbs-sct.gc.ca">Nicholas.Wise@tbs-sct.gc.ca</a>  (613) 369-9655</p>
<p><b>4. Planning for Council Meetings:</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>	<p>N/A</p>	