



## PSSDC Information-Sharing Template – September 2016

JURISDICTION: ALBERTA		Contact
<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>	<ul style="list-style-type: none"> <li>• <b>MyAlberta eServices Program</b> (<a href="http://eservices.alberta.ca">eservices.alberta.ca</a>) – Launched July 2015, the website enables Albertans to securely pay for various government services in one convenient location. The website now offers Interac Online, in addition to major credit card providers, to offer Albertans more choice in how they make online payments. MyAlberta eServices platform continues to grow, giving ministries the opportunity to transform the delivery of their services. New products available on the website include: FOIP requests, fine payments, security services licences, Alberta Parks products and passes, as well as special event registrations. These initiatives ensure that public demand for digital services is met and Albertans have quality interactions with Government.</li> <li>• <b>MyAlberta Notify</b> (<a href="http://eservices.alberta.ca/notify">eservices.alberta.ca/notify</a>) is a new service that allows Albertans to sign up for free email renewal reminders to alert them before their vehicle registration, driver's licence, or Alberta identification card expires. Moving from printed to electronic notices will save Alberta taxpayers more than \$3 million per year, while providing more modern and convenient reminder options for drivers.</li> <li>• <b>MyAlberta Digital ID Program</b> (<a href="http://id.alberta.ca">id.alberta.ca</a>) <ul style="list-style-type: none"> <li>• <b>Phase 1</b> – was launched July 2015 to provide Albertans with a secure username and password, so they can easily access Government services. This service enables Albertans to use a single login to identify themselves, much like a driver's licence or ID card does in person.</li> <li>• <b>Provincial</b> – Collaboration with four Alberta departments (Health, Human Services, Education and Advanced Education) is underway to onboard more services to the program. Having a single, secure login means citizens will have a familiar and consistent experience when interacting with online government services, regardless of department.</li> <li>• <b>Municipal</b> – Two technical proofs of concept with MyAlberta Digital ID have been successfully completed with City of Calgary and City of Edmonton, which is the first step toward enabling Albertans' to use their MyAlberta Digital ID to login to the cities' applications.</li> <li>• <b>Federal</b> – A technical proof of concept was completed with Industry Canada.</li> </ul> </li> </ul>	<p>Jackie Stankey, Director, Digital Service Transformation Ministry of Service Alberta <a href="mailto:jackie.stankey@gov.ab.ca">jackie.stankey@gov.ab.ca</a> (780) 415-0485</p>



## 2. Priorities:

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

- **MyAlberta eServices Program** ([eservices.alberta.ca](http://eservices.alberta.ca)) – Service Alberta is working with stakeholders to maximize the number of services offered through the website. A three-year roadmap has been developed to help coordinate projects, onboarding activities and continuous improvement initiatives. Highlights from the roadmap include: birth certificates, vehicle registration renewals as well as other online registry products.
- **MyAlberta Digital ID Program** ([id.alberta.ca](http://id.alberta.ca)) – Government is working with federal, provincial, and territorial jurisdictions to ensure that MyAlberta Digital ID enables secure identity information sharing across Canada.
  - **MyAlberta Verify** is a new service being developed to allow the Government to digitally verify the identity of citizens and help ensure services are delivered to the right person. MyAlberta Verify will leverage existing in-person processes used to create and issue Alberta driver's licences and identification cards. It follows the Identity Assurance requirements defined by the Pan-Canadian Identity Assurance Trust Framework. Services requiring a higher level of identity assurance such as digital access to personal health care records, ordering driver's abstracts online, and Government financial assistance programs will become available with MyAlberta Verify.
  - **CDI Hub/Alberta Hub** is a part of the Province of Alberta's digital identity roadmap. The Government has committed to move forward with the design and build of a jurisdictional "Alberta Hub" this fiscal year in collaboration with the CDI Hub committee and various working groups. In addition, an Alberta internal working group has been established with vital statistics and motor vehicle (driver's licence and Alberta ID card) representation.
- **Common Business Number** – Funding committed to adopt the federal Business Number. Project stakeholders include CRA, Alberta Corporate Registry, Alberta Treasury Board and Finance as well as Service Alberta's Digital Service Transformation branch. Future project phases may include other stakeholders such as other Government of Alberta business units and/or municipal governments.
- **Open Data / Analytics** ([open.alberta.ca](http://open.alberta.ca)) – The new Alberta Open Government Portal was launched in August 2015 to provide Albertans with access to data and information that the government creates. The portal contains over 2,000 datasets and there are close to 6,000 digital publications available on the portal covering everything from health, to energy to natural resources. Last year the Government of Alberta partnered with Alberta Innovates Technology Futures to host "[Apps for Alberta](#)," an innovation competition using data available in the portal. The contest ran for six months and received 29 submissions. The program is currently focused on improving access to government data and publications, big data analytics and working with the Government of Canada to federate both open government portals.



<p><b>3. <u>Issues and Needs:</u></b> Briefly describe any <b>service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>	<p>Additional information from other jurisdictions in the following areas would be beneficial:</p> <ul style="list-style-type: none"> <li>• Online/Digital Services strategy and development;</li> <li>• Digital Identity management strategy and development;</li> <li>• eCommerce strategy and development;</li> <li>• Open Data (data analytics and federated model) strategy and development;</li> <li>• Service/One Card strategy and development.</li> </ul>	
<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>	<p>The following topics are of particular interest to Alberta:</p> <ul style="list-style-type: none"> <li>• Citizen/Customer Journey Mapping: <ul style="list-style-type: none"> <li>• Understanding the friction points clients experience can help improve citizen-centric service delivery;</li> </ul> </li> <li>• Omni-channel Service Delivery: <ul style="list-style-type: none"> <li>• Combining traditional service delivery channels with digital ones can lead to an improved user experience;</li> </ul> </li> <li>• Sustainable funding models for digital services: <ul style="list-style-type: none"> <li>• Understanding best practices on how to fund digital government helps ensure the resiliency of digital services;</li> </ul> </li> <li>• Assessing citizen demand for a modern services card through public consultation: <ul style="list-style-type: none"> <li>• Understanding technology trends and citizen/client feedback helps improve planning and delivery.</li> </ul> </li> </ul>	