

PSSDC Information-Sharing Template – Ontario – August 2016

JURISDICTION: Ontario		Contact
<p>1. Accomplishments</p> <p>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"> • In August 2016, ServiceOntario launched public consultations on how to collect, retain and display sex and gender information on government IDs and forms to ensure Ontario the fair, ethical and equitable treatment of people with trans and non-binary gender identity. Feedback can be provided online at Ontario.ca/myID, by September 16, 2016. • In July 2016, an unprecedented agreement-in-principle to modernize Canada's internal trade framework was endorsed by premiers at the Council of the Federation. Parallel to this work, ServiceOntario actively collaborated with F-P/T partners to successfully develop an Action Plan on harmonizing extra-provincial corporate registration and reporting requirements to reduce burdens for businesses that operate in more than one Canadian jurisdiction. This aligns with the principles of the new <i>Canada Free Trade Agreement</i> (CFTA). • In June 2016, the e-residency proof of concept report was released by the Digital ID and Authentication Council of Canada (DIACC). The report, which ServiceOntario actively contributed to, explores the potential to verify residency electronically using third-party confirmation. The goals are to strengthen how residency is currently verified, enhance privacy and improve the customer experience. The report is available at https://diacc.ca/proof-of-concepts. • In December 2015, ServiceOntario launched its refreshed online business portal to further improve how Ontario businesses work with government. This new portal is based on service design best practices, including usability testing and customer journey mapping. 	<p>Steve Burnett Director, Partnerships and Business Development, ServiceOntario, Ministry of Government and Consumer Services 416-325-8783 steve.burnett@ontario.ca</p>
<p>2. Priorities</p> <p>Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Identity Management</p> <ul style="list-style-type: none"> • ServiceOntario is focused on developing an enterprise digital identity solution that will enable digital government. More specifically, being able to establish someone's identity online is critical for next generation digital delivery. ServiceOntario and ministry partners need to know who people are before giving them secure access to programs, services or information. • ServiceOntario is exploring opportunities to undertake proofs of concept/pilots with the private sector to assess potential business models. A common, secure, user-friendly and privacy-enhancing method are key themes being considered. These activities along with internal and external stakeholder and public consultations will assist in developing the roadmap for proceeding forward. • ServiceOntario also continues to support work on developing a pan-Canadian 	<p>Lisa Vescio Director, Digital Planning, ServiceOntario, Ministry of Government and Consumer Services 416-212-1976 lisa.vescio@ontario.ca</p>

	<p>approach to exchanging information between key partners, i.e. exploring real-time service to enable validation of identity and status information between federal, provincial and territorial partners (CDI/ILP).</p> <p>Services Reboot</p> <ul style="list-style-type: none"> ServiceOntario is applying its new digital service standards and service design principles to re-design a few key services (e.g. service location finder, used vehicle information package and integrated address change). It is expected that these projects will demonstrate the benefits of an iterative, agile, and customer-centric service design approach to future products and services. <p>Service Integration</p> <ul style="list-style-type: none"> ServiceOntario is exploring how to enable an online health card renewal service integrated with the existing online driver's licence renewal service. This includes modernizing and harmonizing policy and/or legislation and streamlining internal processes and customer experience while protecting program integrity. <p>Services to Business</p> <ul style="list-style-type: none"> ServiceOntario continues to focus on expanding the adoption of the Business Number and to raise awareness of its value. This includes consulting with other OPS ministries to develop an implementation plan for accelerating collection and adoption of the Business Number. ServiceOntario is also evaluating opportunities to expand the functionality of Ontario's business platform (e.g. new online transactional services and/or new functions like electronic messaging). ServiceOntario is also developing an online licences and permits bundle for restaurants in the City of Toronto. <p>Sex and Gender Designation on Government Forms</p> <ul style="list-style-type: none"> ServiceOntario is developing an enterprise policy regarding the collection, use, display and retention of sex and/or gender on public-facing government products and forms. The policy has three key elements: <ul style="list-style-type: none"> <u>Collection, Use, Retention and Display</u>: "Gender" will be considered the default for the collection, use and retention of information and "Sex" will be collected by exception when required to fulfill the intent of the program. Gender and/or sex will be displayed only when required. <u>Third Gender Identifier</u>: All government forms must provide individuals with the minimal option to select M (male), F (female) or "X" where gender information is collected, recorded, or displayed when it has been established that it is required on a government product. "X" is inclusive of everyone, except Ontarians that identify as M (male) or F (female). <u>Amending Gender and/or Sex Information</u>: The Ontario Photo Card, Health 	<p>Steve Burnett Director, Partnerships and Business Development, ServiceOntario, Ministry of Government and Consumer Services 416-325-8783 steve.burnett@ontario.ca</p>
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	<p>Card and Driver's Licence will follow the same criteria/evidence required for the Ontario Birth Certificate to amend sex and/or gender information; and (vi) A change of sex designation on any of these four government products will be considered sufficient proof to change one's sex designation for any other Ontario government product or service.</p> <ul style="list-style-type: none"> • This new policy would strengthen supports for the trans community and further promote an inclusive Ontario. <p>Co-Location / Sustainable Network</p> <ul style="list-style-type: none"> • With the support of Service Canada, ServiceOntario is developing a <i>Business Case on Collaborative Service Delivery</i> to explore a spectrum of collaborative service delivery options between both parties in order to reduce costs and improve services in rural and remote communities in Ontario. • Concurrent to the business case, ServiceOntario is actively identifying opportunities for increased physical co-location with Service Canada. <p>Open Data / Open Government</p> <ul style="list-style-type: none"> • ServiceOntario is expanding its online data catalogue to include a listing of all data that it creates, collects and manages. This catalogue is part of a government-wide data inventory. The inventory will be available for download as an open data set, and will allow both the public and staff to see what data the government has. • Ontario's data catalogue is part of its commitment to Open Government and helps improve transparency on what data the government collects. 	
<p>3. Issues and Needs</p> <p>Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>	<p>ServiceOntario is interested in information on how other jurisdictions are approaching the following key issues:</p> <ul style="list-style-type: none"> • Digital delivery – guidelines and enablers for assisted digital models; strategies for overcoming policy barriers; information on enablers to support digital delivery. • Channel sustainability – approaches to maintaining channel access and sustainability as users increasingly go online to access government services. 	<p>Steve Burnett Director, Partnerships and Business Development, ServiceOntario, Ministry of Government and Consumer Services 416-325-8783 steve.burnett@ontario.ca</p>