

PSSDC Information-Sharing Template – September 2020

Information Sharing is collected for the purpose of the PSSDC Meeting of February 2020.

Information contained in this document cannot be shared outside of the PSSDC without the approval of the member jurisdiction (author).

Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.

Jurisdiction: Saskatchewan	Contact
<p>1. <u>Priorities & Accomplishments:</u></p> <ul style="list-style-type: none"> Briefly describe what your jurisdiction sees as its top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities. Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months. 	<p><u>Priorities</u></p> <p>Efforts to realize the value of data within the Government of Saskatchewan, while laudable, have been slower than desired. Applying focus in the upcoming 12 months will enable Saskatchewan to unlock the value of data and provide better services, support evidence-informed decisions, create internal efficiencies and better understand the real impact of programs so that funds can be directed toward s those interventions that have the greatest impact.</p> <ul style="list-style-type: none"> Establish stronger leadership and governance Establish a data management office and Chief Data Officer to direct efforts Improve data literacy and practices within and across Ministries Understand government data holdings Establish specific plans for realizing the value of government data within Ministries, as well as cross-Ministry data hubs <p>Front-line public support is decentralized across many program areas and citizen service centres. As government continues to offer more services online through the single website and single account the line-of-sight to appropriate service centre is not intuitive. Our current triage approach to support creates a lag in customer resolution. Saskatchewan is looking to streamline and aspire to first contact resolution public support for government's digital services.</p> <ul style="list-style-type: none"> Establish a business case and mandate for a more centralized and coordinated method of front-line public support Explore the usage of virtual agents to provide 24/7 on demand support <p>Saskatchewan's digital identity program formally kicked off on September 1, 2019. The program sets out to build on individual and organizational validation checks already in place on the Saskatchewan Account. The first goal is to deliver a PCTF-certified individual digital ID in the 2022-23 fiscal year. Immediate priorities:</p> <ul style="list-style-type: none"> Costed user stories Gap analysis against the Pan Canadian Trust Framework (PCTF) High level definition of a digital ID MVP <p>Kelly Fuessel Kelly.fuessel@gov.sk.ca 306-535-9192</p> <p>Lisa Raddysh Lisa.raddysh@gov.sk.ca 306-527-8240</p> <p>Robert Burton Robert.burton@gov.sk.ca 306-787-1082</p> <p>Cosanna Preston Cosanna.preston@gov.sk.ca 306-519-8810</p>

	<p><u>Accomplishments</u></p> <p>Covid Dashboard Online dashboard that graphs daily data for total cases, total tests, deaths, active cases, daily new cases, hospitalized cases and recovered cases. It also includes an interactive map feature.</p> <p>Pandemic Support for Businesses and Workers Online Applications Numerous online applications were rapidly deployed to support the people and businesses of Saskatchewan during the initial wave of the Covid-19 pandemic.</p> <p>Fellowship and Travel Scholarships to Study in French Post-secondary students may receive a scholarship to study French in Saskatchewan or out-of-province.</p>	<p>Natasha Flory Natasha.flory@gov.sk.ca 306-533-4704</p> <p>Atiq Ahmad Atiq.ahmad@gov.sk.ca 306-787-1447</p> <p>Warren Stromberg Warren.stromberg@gov.ks.ca 306-540-2743</p>
<p>2. <u>Showcase Opportunity:</u></p> <ul style="list-style-type: none"> List any significant deliverable(s), resource(s) or application(s) that you would like to present as a showcase item at an upcoming meeting or teleconference. Please provide a brief description of the item(s) to profile, time required and any other relevant information. 	<p>We would be interested in sharing our digital identity update most recently shared at Identity North. This presentation covers:</p> <ul style="list-style-type: none"> The journey to date Key lessons learned A demo of identity components in production The roadmap going forward. <p>The previous presentation was ~30 min – 15-20min presentation + 10-15 min Q&A with:</p> <ul style="list-style-type: none"> Government of Saskatchewan's digital identity lead, Cosanna Preston-Idedia, the Chief Technology Officer, Lucas Tétreault, Saskatchewan's vendor, Vivvo scheduling permitting, we could also include representation from the drivers license issuer and our corporate registries in this Q&A portion. 	<p>Bonnie Schmidt Bonnie.schmidt@gov.sk.ca 306-798-2307</p>
<p>3. <u>Issues / Needs:</u></p> <ul style="list-style-type: none"> Briefly describe any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance (e.g. pilot). If available, provide details on problem statement, project scope and targeted outcomes/deliverables. 	<ul style="list-style-type: none"> How are other jurisdictions using virtual agent technology to augment front-line citizen support? Is the measured implementation fulfilling the business case? 	

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