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## PSSDC Information-Sharing Template - February 2016

JURISDICTION: YUKON	Contact
<p><b>1. Accomplishments:</b> Briefly highlight <b>major service delivery accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction <b>over the past 6-12 months.</b></p> <p>eServices to Citizens</p> <ul style="list-style-type: none"> <li>• Health and premise inspections information online</li> <li>• After several pilot projects, have settled on Drupal Content Management System (CMS) as the YG standard CMS</li> </ul> <p>Announced build of redundant fibre link to Inuvik</p> <ul style="list-style-type: none"> <li>• Will provide a second geographically redundant data path out of Yukon (and NWT)</li> <li>• Opens up options to leverage cloud services hosted in “The South”</li> </ul> <p>Expanding ICT funding, primarily for the purpose of driving eGovernment-related projects</p> <ul style="list-style-type: none"> <li>• Achieved buy-in to increase IT Capital investment in 2016/17 by 30%.</li> <li>• Looking for ways to leverage budget to expand capacity and skills in local ICT sector</li> </ul> <p>Announced review of Access To Information and Protection of Privacy Act (ATIPP)</p> <ul style="list-style-type: none"> <li>• Modernizing the act will enable new services that deal with personal information</li> <li>• Will clarify obligations for gov’t service development with respect to use of personal information</li> </ul>	<p><b>Office of CIO</b></p> <p>Sean McLeish ADM/CIO</p> <p>or</p> <p>Chris Bookless Deputy CIO</p> <p>or</p> <p>Mark Burns E-Services Director</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.**

- Web governance Management of organizational change related to new publishing platform / “information as a service”
- Working through Access to Information and Protection of Privacy (ATIPP) review
  - Public consultation process
- Moving more government business online (transactions, process, information)
- Identity management technology pilot
- Pilot projects to inter-connect back office applications and data stores
  - Enterprise service bus / API strategy
  - Will enable new services to be put online

Major Digital Service Delivery Initiatives include:

- Content Management System
- eLicensing – bringing personal fuel wood online in spring
- Currently in strategy development phase for Identity Management and Authentication.

(see PSCIOC report for additional info)



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### 3. Issues and Needs:

Briefly describe **any service delivery issues you would like to share** with the Council and what assistance you might be seeking from PSSDC.

Opening stages of building common service delivery components such as:

- Digital Identity Management
- Common payment gateway
- SMS/Email notification service
- Common content management platform

Delivered across the jurisdiction creates governance, policy, and coordination issues – requires new approaches to creating and rolling out services.

Working through the trades-offs between improving services through personalization of online services (as done in the private sector) vs protecting privacy and anonymity of users.

(see PSCIOC report for additional info)