

## PSSDC Information-Sharing Template-February 2016

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

<p>1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>A new DG level <b>Service Management Advisory Council</b> has been established across key federal service providers with a mandate to:</p> <ul style="list-style-type: none"> <li>Serve as an advisory body to the Treasury Board of Canada Secretariat (TBS) to support the implementation of the Policy on Service</li> <li>Support TBS' policy oversight function as a community of practice</li> <li>Identify emerging issues and risks related to the strategic and effective management of GC services</li> </ul> <p><u>The Policy on Service</u>, which establishes a strategic and coherent approach to the design and delivery of Government of Canada (GC) internal enterprise and external services, came into effect on October 1, 2014 when two of its ten requirements were phased in. Six additional requirements came into effect in October 2015. To support implementation of the Policy, five modules of the <u>Guideline on Service Management</u> have been published, and additional draft guidance addressing the new requirements is available to federal employees on GCpedia.</p> <p><b>Canada's Digital Interchange</b></p> <p>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</p>	<p>Nicholas Wise  <a href="mailto:Nicholas.Wise@tbs-sct.gc.ca">Nicholas.Wise@tbs-sct.gc.ca</a>          (613) 369-9655</p>
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	<p>this project. Notable milestones include:</p> <ul style="list-style-type: none"> <li>• Ensuring broad engagement with federal departments and each jurisdiction to gather their business needs</li> <li>• Conducting a federal authorities gaps analysis</li> <li>• Developing a template bilateral information sharing agreement</li> </ul> <p><b>The Guideline on Identity Assurance</b> was approved in December 2015 and will be published shortly on the Government of Canada web site. This Guideline supports implementation of the minimum requirements to establish an identity assurance level for an individual, and is a companion to the <a href="#">Guideline on Defining Authentication Requirements</a> the <u>Standard on Identity and Credential Assurance</u>.</p> <p><b>GC Web Renewal</b> A number of Web Renewal procurements were completed. Attention now turns to implementing the GC's renewed web publishing model enabled by an integrated suite of new outsourced services.</p>	<p>Rita Whittle <a href="mailto:Rita.Whittle@tbs-sct.gc.ca">Rita.Whittle@tbs-sct.gc.ca</a> 613-369-9681</p> <p>Michel Laviolette <a href="mailto:Michel.Laviolette@tbs-sct.gc.ca">Michel.Laviolette@tbs-sct.gc.ca</a> 613-716-5816</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 is working with partners to develop a <b>GC Service Strategy</b> 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 <b>Policy on Service</b> and new tools and initiatives; the TBS Chief Information Officer Branch will support our new mandated commitments, continue to; broaden the service management community of practice, and improve the quantity and quality of e-services available to Canadians and businesses.</p> <p>Over the coming months, the <b>Canada's Digital Interchange (CDI)</b></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>Annik Casey</p>

	<p>Task Force will continue to work with federal and provincial partners to develop the business case for CDI.</p> <p><b>The Pan-Canadian Trusted Identity Forum</b> was held in Ottawa in November 2015. The IMSC is finalizing a Memorandum of Understanding with DIACC to coordinate efforts to develop the Pan-Canadian Identity Trust Framework. A draft Pan-Canadian Trust Framework Charter has been developed. The IMSC working group is now focusing developing conformance criteria for Pan-Canadian Identity Trust Framework components.</p> <p>The <b>cyber authentication service</b> was implemented in 2012 and enables clients of Government of Canada online services to securely sign in using their online banking credential (e.g. username &amp; password) from several Canadian financial institutions or using the GC-branded credential called GCKey. Currently, there are a total of six (6) financial institutions engaged as Sign-In Partners, with Desjardins scheduled to onboard in early February. Planning and requirements gathering has been initiated to procure an “evolved” service and to ensure service continuity, as current contracts are set to expire in 2019.</p> <p><b>GC Web Renewal</b> In the short term, technical teams from TBS, Principal Publisher (Service Canada) and vendors are working to configure the managed web publishing service (MWS) for initial launch in Fall 2016. This will allow the current Canada.ca website, hosted on a Service Canada managed interim solution, to be migrated to the MWS. Further configuration of the MWS will take place using an agile methodology to deliver functionality and features to support the onboarding of the GC’s more than 1,500 websites to the MWS over the next year and a</p>	<p><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> <p>Michel Laviolette <a href="mailto:Michel.Laviolette@tbs-sct.gc.ca">Michel.Laviolette@tbs-sct.gc.ca</a> 613-716-5816</p>
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	<p>half and achieve the project's commitment of having all active Web content on the MWS by December 2016</p> <p>Continued refinements of existing tools, such as the Canada.ca Web Content Style Guide, and Content and Information Architecture Specification, will occur for use by departmental web publishing resources.</p> <p>Migrating content into the MWS will result in institutions making information easier to find by optimizing existing web content and removing redundant and outdated information. This will result in a better user experience for Canadians through the consolidated Canada.ca prior to finally decommissioning obsolete websites. Discussions with Library and Archives Canada are taking place to define the information management strategy for archiving GC web content.</p> <p>Finally, TBS and Principal Publisher (Service Canada) are working on transitioning accountability for various components of the Web Renewal Initiative from TBS-CIOB, where the project was incubated, to the Principal Publisher, who will operate Canada.ca.</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>	