

PSSDC Information-Sharing Template – February 2020

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

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

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

Jurisdiction:	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>Simpler, Faster, Better Digital Services</p> <ul style="list-style-type: none"> Ontario's Simpler, Faster, Better Services Act came into force in August 2019. The Act creates a role of the Chief Digital and Data Officer, empowers the CDDO to give advice and set standards on digital services and data, and outlines principles for building user centered digital services and being open with data. Next phase of work is to build out the policy environment that will support implementation of the Act, including evaluation and iteration of our Digital Service Standard in consultation with users. <p>Top 10 Transactions</p> <ul style="list-style-type: none"> Ontario is meeting user needs by ensuring most Ontarian's able to complete ServiceOntario's highest volume transactions including driver, vehicle and health address changes, driver's licence and health card renewals, driver's records, licence plate sticker renewals and vehicle registration and ownership transfers through their channel of choice. Their choice is increasingly through the online channel and when it is convenient to them. The goal of this program is to reach 65% uptake by 2023/24. ServiceOntario's Top 10 transactions make up over 22 million transactions annually. Today, approximately, 3.9 million (or ~18%), are currently completed online. Moving new transactions online, as well as increasing uptake of existing online transactions, significantly reduces the cost per transaction of key services for the people and the government of Ontario. This work is being done through the lens of Ontario's Digital First Strategy including transforming the underlying program rules, as well as the operations of digital service delivery and development. In 2019, over 500,000 transactions were moved online. <p>Identity Management – Digital Identity</p> <ul style="list-style-type: none"> Proofs of Concepts (POCs) and Pilot initiatives: Ontario will continue to engage Ministry partners across the OPS to collaborate on potential POC and Pilot project opportunities to demonstrate the benefits of a DI solution/approach. <p>Katy Lalonde, Director, Ontario Digital Service Katy.lalonde@ontario.ca</p> <p>Dara Renton Senior Manager, Product Chapter, Ontario Digital Service Dara.renton@ontario.ca</p> <p>Robert Devries, Assistant Deputy Minister, Platforms, Ontario Digital Service, as Identity Management Sub- committee Co-Chair and</p>

	<ul style="list-style-type: none"> ○ Current POC involves the development of APIs (Application Programming Interfaces) for real-time identity information validation against an Ontario driver's licence. This work is being done in a controlled lab/test environment to validate assumptions on technology and approach to have third party DI solution providers connect with Ontario's data assets in a secure manner. Scope includes demonstration of an API Gateway to provide a single access point for internal and external consumers of these APIs in support of real-time validation and verification of identity claims ○ Partnering with Ministry of Health to deliver a patient digital identity authentication and authorization pilot project. Scoping of work to demonstrate DI is in progress; project scheduled to commence in early (Jan) 2020 • Online Identity (ID) Proofing Process Design Project: The draft ID proofing process will continue to go through refinements and undergo the Pan-Canadian Trust Framework (PCTF) conformance assessment to identify gaps. Outcomes will inform the requirements for a solution approach to support real-time identity validation and verification. • Pan-Canadian Trust Framework: Ontario will continue to work closely with Federal-Provincial/Territorial (F-P/T) Tables to advance the Identity Management priority and development of the Pan Canadian Trust Framework (PCTF) which will inform Ontario's policy approach to enable a digital identity program in the province. 	<p>Ontario's lead on Digital Identity. Robert.Devries@ontario.ca</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. 	<p>Ontario's upcoming Digital and Data Action Plan is to be released in the Spring of 2020, and may be a topic of interest for Joint Councils.</p>	

<ul style="list-style-type: none"> Please provide a brief description of the item(s) to profile, time required and any other relevant information. 		
<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. 	N/A	