

## **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.***

<b>Jurisdiction: Saskatchewan</b>		<b>Contact</b>
<b>1. <u>Priorities &amp; Accomplishments:</u></b> <ul style="list-style-type: none"> <li>Briefly describe what your jurisdiction sees as its <b>top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities.</b></li> <li>Briefly describe any significant <b>service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months.</b></li> </ul>	<b><u>Priorities</u></b> <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"> <li>Establish stronger leadership and governance</li> <li>Establish a data management office and Chief Data Officer to direct efforts</li> <li>Improve data literacy and practices within and across Ministries</li> <li>Understand government data holdings</li> <li>Establish specific plans for realizing the value of government data within Ministries, as well as cross-Ministry data hubs</li> </ul>	Kelly Fuessel <a href="mailto:Kelly.fuessel@gov.sk.ca">Kelly.fuessel@gov.sk.ca</a> 306-535-9192
	<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"> <li>Establish a business case and mandate for a more centralized and coordinated method of front-line public support</li> </ul>	Lisa Raddysh <a href="mailto:Lisa.raddysh@gov.sk.ca">Lisa.raddysh@gov.sk.ca</a> 306-527-8240
	<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"> <li>Costed user stories</li> <li>Gap analysis against the Pan Canadian Trust Framework (PCTF)</li> <li>High level definition of a digital ID MVP</li> </ul>	Robert Burton <a href="mailto:Robert.burton@gov.sk.ca">Robert.burton@gov.sk.ca</a> 306-787-1082
	<b><u>Accomplishments</u></b>	Cosanna Preston <a href="mailto:Cosanna.preston@gov.sk.ca">Cosanna.preston@gov.sk.ca</a> 306-519-8810

	<p><b>Online Health Record</b>          On October 8, eHealth officially launched a new website that allows Saskatchewan residents to access their personal health information anywhere, anytime. To access the eHealth services citizens, sign in through their Saskatchewan Account. eHealth is the first service provider, an organization outside of executive government to use Saskatchewan Account.</p> <p><b>Citizen Service Centre for Highways</b>          The Saskatchewan Ministry of Highways and Infrastructure (MHI) is establishing a Citizen Service Centre (CSC) for citizen interactions. Establishment of the CSC along will provide an end-to-end process from request to resolution that will bring efficiency, consistency and an overall better experience for both MHI staff and citizens. Self service tools will also be available that will enable citizens to view the status of their inquiry, as well as have access to knowledge management articles, FAQs and other ministry information. The portal will also allow the ministry to measure and evaluate citizen satisfaction with ministry services. Permitting applications were the first to launch in October 2019. Inquiries/Complaints, Vehicle Damage Claims, Ministerial Referrals and Casework are targeted for February 2020.</p> <p><b>Provincial GeoHUB</b>          Provincial GeoHUB is an online service for Government of Saskatchewan launched in December 2019 to provide spatially referenced data and publication to the public. The GeoHUB consolidates access to all government spatial-based applications and offers it to the public including industry/private sector, academia and other governments.</p> <ul style="list-style-type: none"> <li>• Improved real-time, online access and downloading process of spatial data</li> <li>• Improved data search functionality and intuitive client experience</li> <li>• Enables governments and external stakeholders to work together on real-world initiatives such as planning project locations, minimizing mitigation costs related to rare and endangered species, locating oil and gas exploration, and well ownership data etc.</li> </ul>	<p>Paul Maindonald  <a href="mailto:Paul.maindonald@ehealthsask.ca">Paul.maindonald@ehealthsask.ca</a>          306-337-6608</p> <p>Doug Wakabayashi  <a href="mailto:Doug.wakabayashi@gov.sk.ca">Doug.wakabayashi@gov.sk.ca</a>          306-787-6815</p> <p>Krista Campbell  <a href="mailto:Krista.campbell@gov.sk.ca">Krista.campbell@gov.sk.ca</a>          306-787-5796</p>
<p><b>2. <u>Showcase Opportunity:</u></b></p> <ul style="list-style-type: none"> <li>• List any significant <b>deliverable(s), resource(s) or application(s)</b> that you would like to present as a <b>showcase item at an upcoming meeting or teleconference.</b></li> </ul>	<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"> <li>• The journey to date</li> <li>• Key lessons learned</li> <li>• A demo of identity components in production</li> <li>• The roadmap going forward.</li> </ul>	<p>Bonnie Schmidt  <a href="mailto:Bonnie.schmidt@gov.sk.ca">Bonnie.schmidt@gov.sk.ca</a>          306-798-2307</p>

<ul style="list-style-type: none"> <li>Please provide a brief <b>description of the item(s) to profile</b>, time required and any other relevant information.</li> </ul>	<p>The previous presentation was ~30 min – 15-20min presentation + 10-15 min Q&amp;A with:</p> <ul style="list-style-type: none"> <li>Government of Saskatchewan's digital identity lead, Cosanna Preston-Iddia,</li> <li>the Chief Technology Officer, Lucas Tétreault, Saskatchewan's vendor, Vivvo</li> <li>scheduling permitting, we could also include representation from the drivers license issuer and our corporate registries in this Q&amp;A portion.</li> </ul>	
<p><b>3. <u>Issues / Needs:</u></b></p> <ul style="list-style-type: none"> <li>Briefly describe <b>any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance</b> (e.g. pilot).</li> <li>If available, provide <b>details on problem statement, project scope and targeted outcomes/deliverables</b>.</li> </ul>	<p>Nothing apart from what's already in motion through digital identity leads and DIACC.</p>	