

## PSSDC Information Sharing Priorities & Alignment with Joint Council's Priorities: February 2020

### Background:

- The Public Sector Service Delivery (PSSDC) Council information sharing practice enables member jurisdictions (Federal, Provincial, Territorial, and Municipal) to exchange key information regarding organizational accomplishments, priorities, issues/needs, and topics of interest.
- Information sharing helps stimulate nation-wide networking, innovation and growth across member jurisdictions. This is done by:
  - o Providing the opportunity for jurisdictions to showcase current and ongoing work.
  - o Documentation of lessons learned that may be of interest.
  - o Promoting transparency across various governments.
- The ICCS secretariat coordinates jurisdictional information sharing efforts across the PSSDC Council:
  - o Prior to all PSSDC Council in-person meetings, member jurisdictions are provided with an information sharing template.
  - o Jurisdictions are required to complete the template and return it to the ICCS secretariat.
  - o The ICCS secretariat houses the completed documentation in a central and secure location (the Citizen First members online webpage) to enable easy access to members. **Note:** The Information collected cannot be shared without the approval of the member jurisdiction.
- At the February 2020 in-person PSSDC Council Toronto meetings, a total of 20 information sharing documents were received from FPTM jurisdictions.

### Top PSSDC Priorities:

- Most service delivery priorities noted in the PSSDC information sharing documents align with the priorities of the Joint Councils highlighted below. See Appendix A for a detailed breakdown.



Digital Strategy



Citizen-centric Service



Digital Identity

1. The most reported service delivery priority area across all governments was digital transformation:



Jurisdictions are **setting the foundation to enable digital transformation efforts** by refreshing organizational and/or departmental service delivery strategies. All service delivery models & strategies currently being updated have a strong consideration for digital/client-centric service.



Jurisdictions are focused on **maximizing the number of services offered online**. Expanding self-service options & making it the first choice is a priority. This is anticipated to reduce wait-times and streamline application processes.

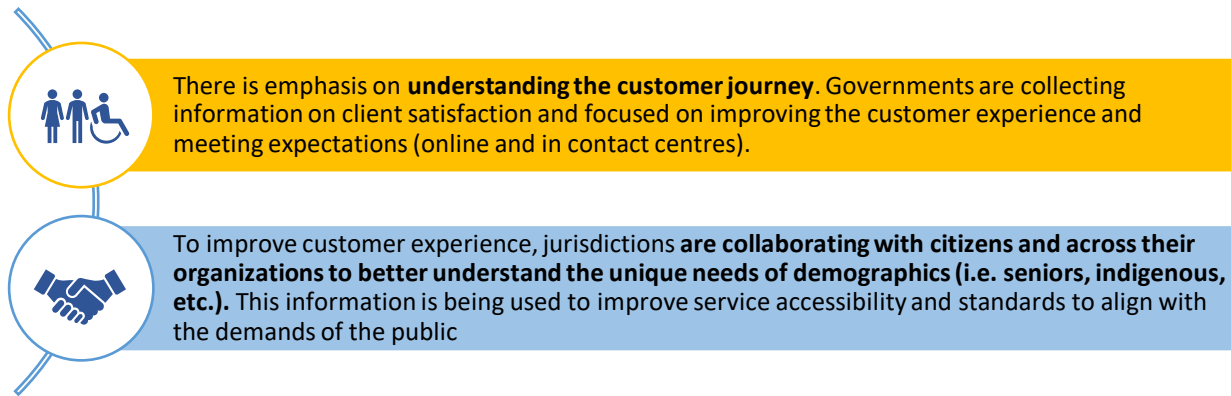


**Digital design is also a key focus.** Governments are examining users and their needs. This information is being used to **create digital platforms that are easy to understand, learn, and remember**.



There is **emphasis on omni-channel service experience**. Jurisdictions are committed to enabling citizens & businesses to find/access services through their channel of choice. Channels of service include: phone, email, SMS/Text, webchat, video chat, and co-browsing.

2. Offering citizen-centred service is the driver of jurisdictional service delivery priorities.



3. Digital Identity was highlighted across Federal and Provincial governments. However, it was the least reported priority area.

Involvement in the Pan-Canadian Trust Framework (PCTF) is referred across four (out of twenty) jurisdictions.

Predominately, governments that reported digital identity as a priority are focusing on **piloting digital identity solutions/approaches to demonstrate the benefits**.

These jurisdictions are focused on **establishing/maintaining digital identity programs that make it easier for citizens and businesses to use emerging technology to access digital services**.

#### Considerations:

- In the February 2020 PSSDC information sharing documents, client-centric priorities are reported more frequently compared to Winnipeg 2019. This demonstrates that excellent customer experience and providing client-centric services is a top outcome for FPTM governments. All levels of government are focusing on reimagining services around the needs of citizens by providing integrated and seamless service delivery.

#### Next steps

- This document will be shared to the following members for review and consideration:
  - o Joint Council co-chairs; and
  - o PSSDC co-chairs and members.
- This document will be used to provide insight and facilitate discussion regarding the degree to which PSSDC and Joint Councils priorities are aligned. This information will also be used to set the future direction of the Councils (i.e. focusing on areas that are of interest to the majority).

**For more information regarding the PSSDC Council information sharing and all other inquiries, please contact:**

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## Appendix A: PSSDC Information Sharing Priorities & Alignment with Joint Council's Priorities

**\*Note:** The priorities outlined below was gathered using the information sharing documentation provided by FPTM Jurisdictions for the Toronto 2020 PSSDC in-person meeting.

Joint Council's Service Delivery Priorities		
Digital Strategy	Digital Identity	Client-Centric Services
<b>Alberta</b> <ul style="list-style-type: none"> <li>- MyAlberta eServices: Service Alberta is working with stakeholders to maximize the number of services offered on the website</li> <li>- Government of Alberta Data Lake: The GoA's Data Lake is an enterprise data-sharing platform which supports advanced data and big data analytics. Six proof of concepts focused on demonstrating the robust capacity of this new platform have been completed (including two focused on Machine Learning and Artificial Intelligence).</li> <li>- Enterprise Resource Planning (ERP) – One Government eXperience (1GX): 1GX is one of the biggest transformations ever undertaken by the Alberta Public Service. This year the Government of Alberta will introduce a new cloud-based ERP technology bringing together business processes and automating functions related to Human Resources, Procurement, Finance, and Information Management Technology.</li> </ul>	<b>Alberta</b> <ul style="list-style-type: none"> <li>- MyAlberta Digital ID (citizens): Service Alberta will continue to make it easier for Albertans to create and verify their MyAlberta Digital ID account using technologies commonly found in smartphones.</li> <li>- MyAlberta Digital ID (businesses): Service Alberta is working to onboard more services to the program and is actively working with Pan-Canadian working groups to establish digital identities for businesses, so they have convenient access to digital services.</li> </ul>	<b>Alberta</b> <ul style="list-style-type: none"> <li>- N/A</li> </ul>
<b>British Columbia</b> <ul style="list-style-type: none"> <li>- Omnichannel Experience: Service BC is evolving the citizen journey by complementing their experience through additional channels of service (Phone, email, SMS/Text, webchat, video chat, and co-browsing). Channel expansion is a continued priority to allow citizens to communicate in their channel of choice, making service more accessible across the Province.</li> </ul>	<b>British Columbia</b> N/A	<b>British Columbia</b> N/A
<b>Canada Revenue Agency (CRA)</b> <ul style="list-style-type: none"> <li>- Improving the Client Experience in our <i>Digital Services</i>:             <ul style="list-style-type: none"> <li>o Chatbots and voice-enabled technologies</li> <li>o Disability Tax Credit – Digital Application</li> </ul> </li> </ul>	<b>Canada Revenue Agency (CRA)</b> <ul style="list-style-type: none"> <li>- Blockchain, data, digital ID: Following the success of the Verified.me proof of concept, a pilot will be used to test the capability to send a taxpayers' "Proof of Income" statement directly from the CRA to their financial institution when requested.</li> </ul>	<b>Canada Revenue Agency (CRA)</b> <ul style="list-style-type: none"> <li>- Deceased Person's Files Project: The CRA is creating a CX Process Model and Toolkit for application across the Agency. A horizontal project team is piloting these tools by reviewing the process currently in place when a person passes away.</li> <li>- Improving the Client Experience in our <i>Phone Services</i>:             <ul style="list-style-type: none"> <li>o Callback solutions</li> <li>o Call centre telework pilot</li> </ul> </li> </ul>
<b>Employment and Social Development Canada (ESDC)</b> <ul style="list-style-type: none"> <li>- Benefits Delivery Modernization (BDM) Programme: The programme will expand self-service options, reduce wait times, streamline</li> </ul>	<b>Employment and Social Development Canada (ESDC)</b> N/A	<b>Employment and Social Development Canada (ESDC)</b> <ul style="list-style-type: none"> <li>- Hosted Contact Centre Solution (HCCS): a modern and supported technology that will provide enhanced functionalities to</li> </ul>

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<p>application processes and enable resolution at first point of contact.</p> <ul style="list-style-type: none"> <li>- Old Age Security Service Improvement Strategy: ESDC is modernizing the delivery of the OAS program by improving services to eligible Canadian seniors, including low-income individuals, while also increasing efficiency in OAS processing. The OAS Service Improvement Strategy (SIS) is being implemented in three phases. The first two phases have been completed and the project is now in Phase 3. The key deliverables for Phase 3 are Migration and implementation of remaining e-Services.</li> </ul>		<p>support the Department's business requirements. The HCCS platform enables ESDC to continue improving and modernizing its call centre services and responds to the evolving needs and expectations of clients.</p>
<p><b>Immigration, Refugees and Citizenship Canada (IRCC)</b></p> <ul style="list-style-type: none"> <li>- Design services that meet client expectations <ul style="list-style-type: none"> <li>o Client-centric digital product development</li> <li>o Single window solution</li> <li>o Simplified application process and guidance</li> </ul> </li> <li>- Shorten the wait and make self-serve options clients' first choice <ul style="list-style-type: none"> <li>o Streamlined service delivery including implementing ongoing processing efficiencies</li> <li>o Proactive status updates</li> <li>o Self-serve online case status functionality</li> </ul> </li> </ul>	<p><b>Immigration, Refugees and Citizenship Canada (IRCC)</b> N/A</p>	<p><b>Immigration, Refugees and Citizenship Canada (IRCC)</b></p> <ul style="list-style-type: none"> <li>- Provide clients with better information and help them plan better <ul style="list-style-type: none"> <li>o Client-centric website content and design</li> <li>o Tools to help clients find information and determine eligibility</li> <li>o Meaningful service standards</li> </ul> </li> <li>- Communicate with clients with clarity and respect <ul style="list-style-type: none"> <li>o Standards and business alignment for client correspondence</li> <li>o Proactive information on next steps</li> <li>o Enhance pre and post arrival support for clients</li> </ul> </li> <li>- Provide better client support <ul style="list-style-type: none"> <li>o Improved access to quality omni-channel client support</li> <li>o Improved data and business intelligence on client needs</li> </ul> </li> <li>- Foster a client-centric service culture <ul style="list-style-type: none"> <li>o Staff Engagement Strategy</li> <li>o People Management Plan to support client-centric culture change</li> <li>o Support for client-centric service design</li> </ul> </li> </ul>
<p><b>Indigenous Services Canada (ISC)</b></p> <ul style="list-style-type: none"> <li>- A new Health Information Claims Processing Services system will be launched in spring 2020. An online client portal will also be offered.</li> <li>- Secure Certificate of Indian Status and Individual Affairs: <ul style="list-style-type: none"> <li>o Build on the mobile photoApp to create a fully online application process for the Secure Certificate of Indian Status</li> <li>o Adopt administrative and digital solutions to improve client service and adherence to service standards relating to registration</li> </ul> </li> </ul>	<p><b>Indigenous Services Canada (ISC)</b> N/A</p>	<p><b>Indigenous Services Canada (ISC)</b> N/A</p>

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<p>under the Indian Act, SCIS issuance, and administration of estates</p> <ul style="list-style-type: none"> <li>o Take active steps towards increasing First Nations control in the administration of services to individuals including through third party service agreements</li> </ul>		
<p><b>Innovation, Science and Economic Development Canada (ISED)</b> N/A</p>	<p><b>Innovation, Science and Economic Development Canada (ISED)</b></p> <ul style="list-style-type: none"> <li>- Tell Us Once Prototype: ISED is undertaking a Tell Us Once prototype to demonstrate trusted digital identity and a Tell Us Once approach across two discrete services. The prototype will be completed in June 2020. ISED will share the results of the prototype with PSSDC upon completion.</li> <li>- Digital Identity: ISED is leading the Verified Organization and Verified Relationship components of the Pan-Canadian Trust Framework (PCTF). Work continues on verified relationship, which is also being informed by the above Proof of Concept and Tell Us Once Prototype.</li> <li>- Digital Credential and Wallets: will enable individuals and business to quickly and easily provide services and regulatory bodies with the information needed to determine eligibility for those services. Individuals and businesses would hold these digital credential in their own digital wallets, putting them in control with whom they share their information, consistent with the principles established in Canada's Digital Charter.</li> </ul>	<p><b>Innovation, Science and Economic Development Canada (ISED)</b></p> <ul style="list-style-type: none"> <li>- FPTM Service Bundling: ISED will be embarking on a new initiative to enhance the service to business experience to help businesses start up, scale up, and export. This approach will allow businesses to provide their information once to obtain and manage services from multiple governments.</li> <li>- Proof of Concept for the Accelerated Growth Service: An initiative that offers services to specific firms to assist them in identifying/facilitating access to relevant federal and/or external programs and services intended to help the firm's growth objectives. As part of the proof of concept, a prototype will be developed to visually demonstrate the improved experience.</li> </ul>
<p><b>Government of Manitoba</b> N/A</p>	<p><b>Government of Manitoba</b> N/A</p>	<p><b>Government of Manitoba</b> N/A</p>
<p><b>Municipal Service Delivery Officials (MSDO)</b></p> <ul style="list-style-type: none"> <li>- A number of webinars are planned for 2020, many leveraging relationships from PSSDC in areas such as digital identity, service innovation (Service Canada) and privacy legislation.</li> <li>- Looking to offer a webinar hosted by conference sponsors, Oracle and Verint, to discuss leveraging knowledge as a foundation for omni channel service delivery.</li> </ul>	<p><b>Municipal Service Delivery Officials (MSDO)</b> See Digital Strategy Column</p>	<p><b>Municipal Service Delivery Officials (MSDO)</b> N/A</p>
<p><b>Government of New Brunswick</b></p> <ul style="list-style-type: none"> <li>- More mobile app development</li> <li>- More momentum on self serve activities in Service Centres</li> </ul>	<p><b>Government of New Brunswick</b> N/A</p>	<p><b>Government of New Brunswick</b> N/A</p>
<p><b>Government of Newfoundland &amp; Labrador</b></p> <ul style="list-style-type: none"> <li>- Digital Government Program: Add more myGovNL services and smart applications as outlined in the strategy (e.g., self-registration)</li> <li>- Working with the Death Notification Working Group (DNWG) as a pilot group to review and</li> </ul>	<p><b>Government of Newfoundland &amp; Labrador</b></p> <ul style="list-style-type: none"> <li>- Implement an identity and access management solution</li> </ul>	<p><b>Government of Newfoundland &amp; Labrador</b> N/A</p>

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implement electronic death registration and notifications as per the DNWG blueprint.		
<b>Government of Nova Scotia</b> <ul style="list-style-type: none"> <li>- Continue to build-up the Nova Scotia Digital Service (NSDS): Areas of focus include scaling the Digital Strategy and advancing Platform Services (e.g. Identity, Payment, Notify, etc.) – how might we build/share/leverage platforms (i.e. CDS Notify), and continuing to design and deliver user centered services.</li> </ul>	<b>Government of Nova Scotia</b> N/A	<b>Government of Nova Scotia</b> <ul style="list-style-type: none"> <li>- Continue to deliver an Excellent Client Experience at Access NS Centres by: Continuing to consistently meet service level targets in our In-Person Channel of serving 80% of our clients within 20 minutes or less, Implement a digital offering to provide the ability for clients to see the In-Person Access NS Centre wait times online, etc.</li> </ul>
<b>Northwest Territories</b> Online Service Program – Development: <ul style="list-style-type: none"> <li>- Complete development of first round of services for online delivery.</li> <li>- Continue engagements with GNWT departments to understand service transformation priorities and design future waves of online services.</li> </ul>	<b>Northwest Territories</b> N/A	<b>Northwest Territories</b> N/A
<b>Government of Ontario</b> <ul style="list-style-type: none"> <li>- Simpler, Faster, Better Digital Services: 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.</li> <li>- Top 10 Transactions: 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. This work is being done through the lens of Ontario's Digital First Strategy.</li> </ul>	<b>Government of Ontario</b> <ul style="list-style-type: none"> <li>- Identity Management – Digital Identity</li> <li>- 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.</li> <li>- 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.</li> <li>- 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.</li> </ul>	<b>Government of Ontario</b> N/A
<b>Government of Prince Edward Island</b> <ul style="list-style-type: none"> <li>- Transformational Service Delivery Strategy- the Premier has asked through a mandate letter to work with all departments to develop a new service delivery model and strategy for Islanders with a strong consideration for digital. A project plan and engagement strategy has been developed with the end date being first of July. A new service delivery</li> </ul>	<b>Government of Prince Edward Island</b> N/A	<b>Government of Prince Edward Island</b> <ul style="list-style-type: none"> <li>- Accessibility review for in person sites- Access PEI sites are facing increased accessibility demands from the public and has become a priority for the division. All PEI sites will be reviewed, and a plan will be put into place to ensure accessibility requirements for the public are being met.</li> </ul>

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Digital Strategy	Digital Identity	Client-Centric Services
organization (ServicePEI) will be an expected outcome.		
<b>Public Services and Procurement Canada</b> <ul style="list-style-type: none"> <li>- Implementing the new GC policy on Service and Digital, the results of continuous monitoring and reporting will guide the development of a new integrated and client-centric PSPC Service strategy that will articulate how the department manages service delivery, information and data, information technology, and cyber security in the digital era.</li> <li>- The development and implementation of agile procurement processes and an e-procurement system.</li> </ul>	<b>Public Services and Procurement Canada</b> N/A	<b>Public Services and Procurement Canada</b> <ul style="list-style-type: none"> <li>- PSPC has completed phase I roadmap of the Integrated Service Management (ISM) solution which will provide PSPC's workforce with an integrated service management platform and give our clients easier access to our services.</li> <li>- Strengthening the service standards architecture to be robust and alignment with performance measurement frameworks, outcomes and results. This will include advancing PSPC's objective to publish real-time information on client satisfaction, service standards, and other service information focused on improving service experience for clients</li> </ul>
<b>Government of Quebec</b> N/A	<b>Government of Quebec</b> N/A	<b>Government of Quebec</b> N/A
<b>Government of Saskatchewan</b> <ul style="list-style-type: none"> <li>- Saskatchewan is looking to streamline and aspire to first contact resolution public support for government's digital services.             <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> </li> </ul>	<b>Government of Saskatchewan</b> <ul style="list-style-type: none"> <li>- Saskatchewan's digital identity program formally kicked off on September 1, 2019. The first goal is to deliver a PCTF-certified individual digital ID in the 2022-23 fiscal year. Immediate priorities:             <ul style="list-style-type: none"> <li>o Costed user stories</li> <li>o Gap analysis against the Pan Canadian Trust Framework (PCTF)</li> <li>o High level definition of a digital ID MVP</li> </ul> </li> </ul>	<b>Government of Saskatchewan</b> N/A
<b>Treasury Board of Canada</b> <ul style="list-style-type: none"> <li>- Implement the TBS Policy on Service and Digital which includes:             <ul style="list-style-type: none"> <li>o Publication of the Guideline on Service and Digital and continued work with GC departments and agencies to support the enrichment of the guideline.</li> <li>o Pilot the Digital Performance Measurement Framework (DPMF) with select departments.</li> <li>o Etc.</li> </ul> </li> <li>- Cyber security: Expand Cyber Maturity Self-Assessment Program to all GC departments</li> </ul>	<b>Treasury Board of Canada</b> Cyber Security <ul style="list-style-type: none"> <li>- Continue development of Sign Canada platform, with launch of beta pilot in Spring 2020, including integration with two provincial digital IDs (Alberta and BC) and existing credential providers (GCKey and banking credential)</li> <li>- Continue iterating Public Sector Profile of Pan Canadian Trust Framework (PCTF), in collaboration with other jurisdictions and private sector</li> </ul>	<b>Treasury Board of Canada</b> <ul style="list-style-type: none"> <li>- Digital Enablement: Initiated various Tell Us Once Prototype experiments to explore citizen's preferences (user experience) and integration best practices (interoperability between departments) for a common, OneGC client hub (portal). The outputs will include data and recommendations on how best to serve citizens through an integrated portal platform where they only need to share their information once.</li> </ul>
<b>Veterans Affairs Canada (VAC)</b> <ul style="list-style-type: none"> <li>- To ensure Veterans are satisfied with services, improvements are being made to Disability Benefits processes that will facilitate the establishment of attainable service standards and allow for more timely delivery of services to Veterans.</li> <li>- Enhancements will continue to be made to MY VAC Account and other online systems, to make accessing services easier for Veterans. More user-friendly guided forms are being added to replace fillable PDF forms.</li> </ul>	<b>Veterans Affairs Canada (VAC)</b> N/A	<b>Veterans Affairs Canada (VAC)</b> <ul style="list-style-type: none"> <li>- Continue to engage directly with Veterans, their families, and the individuals they interact with at VAC to help shape the design of their service experience</li> </ul>

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Digital Strategy	Digital Identity	Client-Centric Services
<b>Government of Yukon</b> <ul style="list-style-type: none"> <li>- Online service to find a family doctor</li> <li>- Rebuilt Legislative Assembly Website on core web publishing platform</li> <li>- Launched Online Lobbyist Registry Service</li> <li>- Moved forms and design team into eServices for "digital first" approach</li> </ul>	<b>Government of Yukon</b> <ul style="list-style-type: none"> <li>- Digital Identity Procurement: 2 Identity management vendors in test lab, final selection expected in March.</li> </ul>	<b>Government of Yukon</b> N/A