

PSSDC Information-Sharing Template – February 2019

Information Sharing is collected for the purpose of the PSSDC Meeting of February 2019.

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

JURISDICTION:	Contact
<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>IMT Governance Transformation Alberta's IMT service delivery is now supported by 7 IMT Sectors (Health is out of scope but will be included in the future):</p> <ul style="list-style-type: none"> • Workforce Development (Advanced Education, Education, and Labour) • Environment and Resources (Agriculture and Forestry, Environment and Parks, Energy, and Indigenous Relations) • Community Services and Safety (Justice and Solicitor General, and Culture and Tourism) • People, Families, and Communities (Children's Services, Community and Social Services, Seniors and Housing, and Status of Women) • Economy and Growth (Transportation, Infrastructure, Economic Development and Trade, and Municipal Affairs) • Government Services (Executive Council, Public Service Commission, Service Alberta, and Treasury Board and Finance) • Enterprise Services (provides enterprise level IMT services to the other 6 sectors) <p>MyAlberta eServices (eservices.alberta.ca) – Provides an easy way to pay for various government services online such as FOIP requests, traffic fines, Alberta Parks passes, and various events, permits, and licences.</p> <ul style="list-style-type: none"> • Since its public launch in 2015, more than seventy-five products and services have been made available on the site, and over 1.5 million transactions have been completed, totaling more than \$250 million. • Service Alberta completed a major upgrade of its eCommerce platform, including redesigning the site's User Interface and User Experience (UI/UX). <p>MyAlberta Digital ID (account.alberta.ca) – Provides a secure way to access government services online. Having a single, secure platform for online identity management means citizens have a familiar and consistent experience no matter what online service they need.</p> <ul style="list-style-type: none"> • Currently, eight services are available to users. • Service Alberta redesigned the site's UI/UX, making it easier to create and verify a MyAlberta Digital ID account. Service Alberta also enabled Albertans to scan their identification card instead of typing in data to simplify the verification process. • In September 2018, Alberta received a Letter of Acceptance from the Treasury Board Secretariat (TBS) and became the first trusted digital identity provider in Canada. Alberta is the first jurisdiction to offer an online-verified identity that aligns with the Pan-Canadian Trust Framework (PCTF).

- A federal pilot is underway with ESDC and TBS to allow Albertans with a verified digital ID to register for and access their My Service Canada Account, which offers access to Old Age Security, Employment Insurance, Canada Pension Plan, and includes one click access to the CRA's My Account.
 - The pilot accelerates development of the PCTF by operationalizing it. This will be the first time the PCTF is used by the federal government to consume a trusted digital identity from a province.

MyAlberta Digital ID for Business (business.account.alberta.ca) – Alberta launched an unverified digital ID for businesses in September 2018 that lets administrators and delegates interact with government on behalf of a company.

- Currently, there are three services available to users.

Enterprise Data Analytics - The enterprise self-service visualization capabilities is now broadly available across the organization. The value of descriptive analytics continues to be showcased through insights generated from dashboards and interactive visualizations being developed across the organization.

Alberta's Open Data Portal (open.alberta.ca) – the Federated Search Pilot Project with the Government of Canada was launched on June 28, 2018. Visitors to the Government of Canada's Open Government Portal are now able to search Government of Canada and Government of Alberta datasets at the same time.

- Since the launch of the pilot in July 2018, visits to Alberta's Open Government Portal have more than doubled over the same periods last year. For example, from October 1 to December 31 2018 there were 451,627 visits to Alberta's Open Government Portal as compared to 190,331 visits for the same period of time in 2017.

IMT Sector Achievements –

Alberta Justice and Solicitor General: e-Disclosure and Criminal e-File

The Alberta Crown Prosecution Service continues to expand on their e-Disclosure tool - Criminal e-File. The tool allows law enforcement agencies to submit prosecution packages electronically instead of via paper or other storage means such as DVDs, USB drives, etc.

Alberta Education, Advanced Education, and Labour

Artificial Intelligence (AI) – Class Estimation

- Determining number of seats for apprentices across all trades and courses was enhanced by advanced analytics (machine learning) and information management automation to optimize the seats purchased from the post-secondary institutions and manage technical training capacity, resulting in substantial efficiency gains (\$20 million) and better decision making.

Provincial Approach to Student Information Phase 2.0 (PASI)

- Student information and records moved to a digital environment, enabling teachers to access vital student information immediately and reducing the cost and time to access student information.

Transportation and Registries

- Application changes were implemented in the Motor Vehicle Systems (MOVES) in alignment with the criminal code changes and provincial suspension rules related to Bill C46 (Cannabis Legislation)
 - [The new Alberta 511](#) is a traveler information service that allows access via phone, mobile device, or computer. Travelers can login to customize views of traffic and transit related data

Telephone Services Upgrade (VoIP Phones) and Unified Communications

- The overall program is well over 80% complete with:
 - 27,500 phone lines migrated to VoIP and 2400+ network switches installed
 - 359 sites linked to the service provider's network
 - On track to be completed by March 2019
- Rolled out Unified Phase 1 features to 12,000 end users.
 - Features include extension mobility, softphone, single number reach, voicemail to text and voicemail to WAV

Alberta has initiated an **IMT Vendor Management Centre of Excellence**

- Vendor Management plays a critical supporting role by ensuring value for IMT outsourced services is received as well as enhances organizational productivity and services.
- Examples of services include: Agile procurement, IMT benchmarking services, Master Service Agreements, industry standards and best practices, leadership and innovation.

Recent examples of how Alberta is improving access, encouraging competition and innovation, and streamlining IMT procurement processes include:

- **Application Master Services Agreement (AMSA)** – A Master Agreement that prequalifies vendors for application maintenance and development services and utilizes a Statement of Work for a service engagement shortening the procurement cycle from months to weeks.
- **Negotiated RFPs** – Allows for negotiation of the terms before the contract is formed.
- **Agile Procurement and Dev/Ops** – Achieving success by focusing on outcomes and partnership agreements to work within an agile framework towards a minimal viable product, stated gates for exit strategy and conditions for continued engagement.

	<ul style="list-style-type: none"> • Cloud Procurements / PQR (in progress) – Leverages two procurement PQR's for PaaS/IaaS hyper-scale providers and AMSA for application solution development partners. 	
<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>IMT Sector Target State and Roadmap Development</p> <ul style="list-style-type: none"> • To support the IMT Governance Transformation initiative, Alberta is undergoing strategic target state and roadmap development program for each of the 7 IMT Sectors. This business-driven program will increase the transparency and predictability of IMT Sector funding and decrease risk in IMT service delivery by providing a 3-year line-of-sight to major IMT initiatives. <p>Alberta's Digital Innovation Office (DIO)</p> <ul style="list-style-type: none"> • Childcare data and service improvement <ul style="list-style-type: none"> ○ Provides parents with real-time data on childcare availability to make it easier for parents to access child-care subsidies and streamline the process to become a licensed childcare provider • e-Traffic ticket service <ul style="list-style-type: none"> ○ Aims to move straightforward traffic tickets and processes out of the courtroom and onto mobile phones, freeing up court time for more serious matters • Assured Income for Severely Handicapped (AISH) improvements <ul style="list-style-type: none"> ○ Makes AISH more accessible to Albertans, streamlining the process for their families, advocates and physicians, and frees up AISH staff to support their clients <p>MyAlberta eServices – Service Alberta is working with stakeholders to maximize the number of services offered on the website. A three-year roadmap helps coordinate projects, onboarding activities and continuous improvement initiatives. Service Alberta continues to automate reconciliation processes to make financial operations more efficient. New features and functions are being developed to increase the types of services available online.</p> <p>MyAlberta Digital ID – 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. Service Alberta is also working to onboard more services to the program. Alberta continues to work with federal, provincial, and territorial jurisdictions to ensure that the program enables secure identity information sharing across Canada.</p> <p>MyAlberta Digital ID for Business – 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.</p>	

	<p>Enterprise Data Analytics - Alberta is also continuing the implementation of the Enterprise Data Analytics Strategic Plan to better utilize its vast quantities of data and information. Actions to enhance data capabilities in technology, people and processes will allow the discovery, access/sharing, and leveraging of government data to provide insight for policy development and improving service delivery across the enterprise. Key to the strategy is to further the adoption of the enterprise self-service visualization capabilities and enhance big data/ advanced capabilities and broad sharing through the development of an enabling technology platform.</p> <ul style="list-style-type: none"> • Development of a path forward approach to integrate existing traditional BI and analytics solutions with the Enterprise Data Analytics platform that incorporates cloud and on premise solutions. • Furthering enterprise visualization capabilities to provide the organization the ability to publish visualization externally to Albertans and the public enhancing user experience in consuming data and contributing to broader transparency. 	
<p>3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? (This information will help in agenda planning for future meetings.)</p>	<p>MyAlberta Digital ID – Other jurisdictions will be interested in the improvements to the user interface and user experience, including a web-based scanning capability for standardized barcodes used on licences across North America.</p> <p>MyAlberta Evacuation Payment System – Other jurisdictions will be interested in Alberta’s new approach to disbursing evacuation payments to impacted citizens during a disaster. Alberta developed a system that leverages MyAlberta Digital ID to provide a fast and convenient way to receive evacuation payments during a disaster.</p> <ul style="list-style-type: none"> • Online payments reduce stress on affected Albertans by improving accessibility and decreasing lines for those requiring in-person services. Government benefits from reduced reliance on costly pre-paid debit cards and large-scale disbursement centres. The system increases confidence that funds are distributed to the correct citizens, maximizing federal reimbursement. <p>An Information Sharing Guide to Social-Based Service Design and Delivery and accompanying Toolkit have been developed and approved for use across the Government of Alberta Ministries to support the development of collaborative and integrated service delivery initiatives. It introduces an overarching approach for accountable and effective information sharing that supports program design and delivery in the social-based services sector. It is intended for decision-makers, information and privacy practitioners, policy development staff and program advisors, and legal advisors in government programs and services, health care organizations, contracted service provider agencies and other community agencies.</p> <p>Enterprise Data Analytics - The Federated Search Pilot Project is an example to other jurisdictions/provinces wishing to federate with the Government of Canada and is seen as a mechanism to demonstrate Canada’s unique experience in collaboration across governments and jurisdictions to promote open data. Also, the first-hand experience and lessons learned with the translation program used for this pilot are of interest to the</p>	

	Francophone Secretariat, which is looking for a solution to help with translation activity within the GoA.	
4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.	Additional information from other jurisdictions in the following areas would be beneficial: <ul style="list-style-type: none"> • Online/Digital Services strategy and development. • Digital identity, digital wallet/licenses (e.g., driver's licences) • Online payment (eCommerce) or online disbursement strategy and development. • Blockchain use cases, strategies or initiatives. • Data Governance Frameworks • Advanced analytics (including machine learning, artificial intelligence) use cases and initiatives <ul style="list-style-type: none"> ○ Robotic Process Automation (RPA), digital workers, desktop automation ○ Web Chat, Chat bots and natural language processing • Open Data (data analytics and federated model) strategy and development. • Open Data high-value datasets strategy and standards. • Adoption of International Open Data Charter strategy, development and lessons learned 	