

PSSDC Information-Sharing Template – February 2019

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

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| JURISDICTION: | Contact |
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| <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>Digital Service Standard moves from alpha to beta (http://ontario.ca/digitalstandard)</p> <p>Launched in July 2017, Ontario's Digital Service Standard introduces a new approach to designing and developing policies, programs and services for a digital era. This approach emphasizes users and their needs at every stage of public servants' day-to-day work.</p> <p>The standard was the first in Canada and is currently being used as the basis of other provincial government's standards as they begin their digital government journey.</p> <p><u>Simpler, faster, better digital services</u></p> <p>Ontario co-designed and co-delivered these services, following the Digital Service Standard:</p> <ul style="list-style-type: none"> • Environmental Registry of Ontario, a consultation platform gives people and businesses better access and more input into government decision-making on environmental issues • Prescription Drug Checker, a mobile tool makes it easier to see which medications are covered under provincial drug programs - saving people time, and being more responsive to their needs • Labour market information • Infrastructure map • Red Tape Challenge • Orders In Council, from paper to online product • OSAP: A new financial aid calculator • User-centric advice to Cabinet <p><u>Digital VOR</u></p> <p>Working with Supply Chain Ontario, the Ontario Digital Service (ODS) launched a new Vendor of Record focused on service design and user</p> | <p>Honey Dacanay Executive Lead, Digital Service Standard, Ontario Digital Service, Ministry of Government and Consumer Services honey.dacanay@ontario.ca</p> <p>Dara Renton Senior Manager, Product, Ontario Digital Service, Ministry of Government and Consumer Services dara.renton@ontario.ca</p> <p>Colin Chan Executive Lead, Enterprise, Ontario Digital Service, Ministry of Government and Consumer</p> |

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| | <p>experience, and is oriented around the Digital Service Standard.</p> <p>The vendor of record is piloting new, more flexible approaches to procurement:</p> <ul style="list-style-type: none"> • Removal of vendor fees and streamlining of vendor application processes to allow for greater competition. • Unlocking of long-term vendor of records by enabling vendors to apply every six months. • Introduction of modular contracting, simplifying legal processes for incoming vendors. <p><u>User Research Labs</u></p> <p>The ODS launched two user research labs:</p> <ul style="list-style-type: none"> • A rapid prototyping team in Kitchener creates proof-of-concepts for government projects in a number of days or weeks • An in-house user research lab in Toronto free to use for Ontario Public Service (OPS) teams • Create tools, guidance and best practices to scale user-centred design across government <p>Digital Identity</p> <p><u>Conceptual Business Model for Digital Identity</u></p> <ul style="list-style-type: none"> • Ontario has developed a conceptual business model for an enterprise Digital Identity program and estimates of the minimum potential value of the program to the Government of Ontario. The recommended business model aligns with open standards and technology trends and supports public and private sector collaboration. <p><u>User Research</u></p> <ul style="list-style-type: none"> • Ontario has completed user research including testing of early prototypes to understand the public's understanding and preferences related to digital identities to inform the program and possible solution design options. | <p>Services colin.chan@ontario.ca</p> <p>Xiaopu Fung Lab Leader, Ontario Digital Service, Ministry of Government and Consumer Services</p> <p>Igor Solesa Director, Digital Identity Project Branch, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services (416) 326-6033 Igor.Solesa@ontario.ca</p> |
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- Online surveys, focus groups and phone interviews were conducted with a representative sample of Ontarians (1600) to gauge the level of awareness and likelihood of adoption. The research found that 79% of Ontarians are receptive to adopting a digital identity.

Digital Identity Banking Login Pilot

- In April 2018, the MyBenefits Online Service began piloting the use of banking login credentials through the Secure Key Concierge service to allow social assistance clients to access, view and update their information online.
- The MyBenefits Pilot saw a significant increase in uptake on the use of banking credentials to access the MyBenefits service over a 3 month period (Oct. to Dec.), including 300+ new registrations over the two-week holiday period. The service now has over 1000 Secure Key Concierge users.

Small Business Innovation Challenge (SBIC)

- Through Ontario's Small Business Innovation Challenge program, MGCS collaborated with 5 vendor-led project teams to develop market-ready digital identity solutions, in the process learning about the cutting-edge technologies and sharing policy, industry standards, best practices and technical expertise with the vendor teams to help them refine their solutions based on government use cases. Two of the teams will continue to work on their innovative solutions through to 2019.

Digital Wallet Prototype

- Ontario developed a functional digital wallet prototype to test out components of the conceptual Digital Identity Technology Blueprint, experiment with new and emerging technologies, and validate how a final solution might work. The prototype demonstrates the following:
 - Establishing a digital identity online and issued to a digital wallet
 - Electronic ID proofing using artificial intelligence, biometric comparison and attribute matching
 - Using the DI to prove age in person

- Adding a digital version of a driver's licence and health card to the digital wallet
- Age verification Use Case: Transmittal of identity attributes (photo and age) through NFC and Bluetooth (device to device) to satisfy proof of age use cases.
- Transaction/audit logging

The Digital Document Storage (DDS) Project

The Digital Document Storage (DDS) project will retire the obsolete and outdated legacy microfilm machines in the Kingston Production and Verification Services Branch (KPVSB), ServiceOntario, and move to an enterprise digital platform called OPSdocs. DDS establishes standardized operational processes and lays the foundation for ServiceOntario and partner ministries to further leverage OPSDocs digital document storage and retrieval. DDS enables the long term archival and retrieval of all documents for Accessible Parking Permits (APP), Ministry of Health (MOH) documents and Ministry of Transportation (MTO) Driver and Vehicle (D&V) documents received at public sites; approximately 24 million images per year.

Accomplishments:

Successfully transitioned APP documents from microfilm to digital on January 16, 2018, and all MOH documents on August 17, 2018.

Multi-Jurisdictional Registry Access Service (MRAS)

- Ontario and the Government of Canada are leading the work on developing a Multi-Jurisdictional Registry Access Service (the service). Utilizing open source technologies with a focus on service design and user experience, the service aims to digitally connect all of Canada's business registries with an interoperability solution for simplifying the task of extra-provincial business registration.
- This service will provide a single Canada-wide view of basic business information to enable consumers to quickly validate the status of a business across multiple jurisdictions; enabling the public to search corporations that are incorporated in each of the participating jurisdictions.

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| | <ul style="list-style-type: none"> • The user can search for a business using its name, Business Number or Registry ID. • A beta search was released on June 29, 2018 with data from five provinces and the federal government that captures information on 80% of Canadian Corporations (beta.canadasbusinessregistries.ca). The beta was announced through a tweet from @canadabusiness.ca on October 3, 2018. • In the first 61 days there have been 4.3K views per day with 11% return visitors and 11% mobile access. Most of the users are from Canada, however there are also users from the United States, United Kingdom, Europe and other countries. • Feedback from users identified that for the majority, the primary purpose of their visit was to find and or authenticate a business. • A full production beta will be released by January 1, 2020. <p>Online Health Card and Driver's Licence Renewal (OHCDLR) Service</p> <ul style="list-style-type: none"> • Since its launch in January 2018, close to half a million Ontarians have benefited from this innovative digital service to renew both their health card and driver's licence in one easy to use, mobile-enabled transaction. • Digital enablers include a data driven, risk-based eligibility model to evaluate aspects of identity and residency in real-time. • The project was delivered within 10 months with rapid prototyping and iterative usability testing. • Customer feedback praises the minimum data entry (5 fields), design and simplicity of the application. <p>Business Number</p> <ul style="list-style-type: none"> • Since 2017, over 20 Ontario ministries have been consulted to participate in the expanded use of the Business Number (BN) as the common business identifier in Ontario, which will connect key ministry programs to the Business Directory system (the BN hub for Ontario). • By 2020, over 135 business-facing programs will begin collecting and using the BN through a multi-phased implementation plan by applying one of the two models: <ol style="list-style-type: none"> 1. Full BN Adoption (Integrated Model): direct system connection to the Business Directory <u>or</u> | <p>Government and Consumer Services colleen.sonnenberg@ontario.ca</p> <p>Diana Hilton Manager, User Experience and Design Branch, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services Diana.Hilton@ontario.ca</p> <p>Dawn Foster Manager, User Experience and Design Branch, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services Dawn.Foster@ontario.ca</p> |
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| | <p>2. BN Expansion (Base Model): manually validation of the BN or using it as a business identifier</p> <ul style="list-style-type: none"> • The Integrated Model impacts over 30 programs or approximately 25 percent of all business-facing programs, whereas the base model impacts over 100 programs or 75 percent of business-facing programs. • 32 programs across various ministries assigned to two phases (March / November 2018) of the BN Expansion initiative have completed implementation and now collect and use the BN. <p>Blockchain Pilot</p> <ul style="list-style-type: none"> • As a follow-on to the multi-jurisdictional Blockchain Proof-of-Concept Project completed in August 2017, the Ministry of Government and Consumer Services (MGCS) is exploring the use of blockchain as an enabler for businesses to provide proof of government-issued qualifications and credentials when transacting online. • The use case is rooted in an emerging model in the digital identity space called Self-Sovereign Identity (SSI), which aims to put the control of all identity credentials in the hands of the citizen or business that owns them. The model uses distributed ledgers to make all identifiers decentralized and accessible without a central authority. • The pilot is being undertaken through collaboration with Governments of British Columbia and Canada (Public Services and Procurement Canada) and is utilizing open source technologies. • Ontario's pilot aims to establish the foundational infrastructure for an SSI ecosystem by developing a repository of verifiable government-issued qualifications (claims) about a business, prepopulated with foundational information about all Ontario businesses based on the data from Ontario's official business registry. <p>Ontario's pilot is nearing completion, which, in addition to the repository, will introduce a web interface for searching and displaying claims held by businesses. An interface to an underlying Identity Register Network - initially a Hyperledger Indy network, has also been established, with capabilities to receive Verifiable Claims issued by known services about subject businesses, and provide proof about subject businesses to other enabled services.</p> | <p>Dawn Foster Manager, User Experience and Design Branch, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services Dawn.Foster@ontario.ca</p> |
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| <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>Service Finder and Appointment Booking Service</p> <ul style="list-style-type: none"> • Service Finder replaced the Integrated Appointment Booking system in June 2018 offering updated service and location results for ServiceOntario centres. • Other Ministries/Partners are keen on using this enterprise solution to enable internal and self-service appointment booking for staff & customers respectively. • Other enhancements include comprehensive reporting and an admin portal to allow administrators to add services directly, increasing scalability & greatly reducing development costs. <p>Identity Management – Digital Identity</p> <p>Pan-Canadian Trust Framework</p> <ul style="list-style-type: none"> • Ontario continues to support the development of the Pan-Canadian Trust Framework (PCTF) which will inform Ontario's policy and legislative framework for Digital Identity. | <p>Igor Solesa Director, Digital Identity Project Branch, Enterprise Digital Service Integration Division, Ministry of Government and Consumer Services (416) 326-6033 Igor.Solesa@ontario.ca</p> |
| <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>The Digital Document Storage (DDS) Project</p> <p>The Digital Document Storage (DDS) project will retire the obsolete and outdated legacy microfilm machines in the Kingston Production and Verification Services Branch (KPVSB), ServiceOntario, and move to an enterprise digital platform called OPSdocs.</p> <p>Yes, the DDS project has set the foundation to establish and create a fully digital platform, working out issues, creating processes and technologies in-line with privacy, security and technical requirements.</p> <p>The DDS project has done the ground work establishing and standardizing an enterprise system; a system which saves time, effort and money for Kingston Production & Verification Services Branch (KPVSB), ServiceOntario.</p> | <p>Gabe Talarico Manager, Multi-Channel Enterprise Implementation, Business Services Transformation Branch, ServiceOntario, Ministry of Government and Consumer Services Gabe.Talarico@ontario.ca</p> |

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| | <p>This accomplishment could be shared, using our experiences and knowledge to benefit others.</p> <p>Guide to Agile Delivery The Ontario Digital Service has published a guide to agile for public servants in the Ontario Public service (https://www.ontario.ca/page/being-agile-ontario-public-service)</p> | <p>Honey Dacanay Executive Lead, Digital Standards & Governance Ontario Digital Service, Ministry of Government and Consumer Services Honey.dacanay@ontario.ca</p> |
| <p>4. Issues and Needs: Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p> | <p>Service Strategy</p> <p>ServiceOntario is interested in other jurisdiction's service strategies re: the future direction and plans for their service channels. For example,</p> <ul style="list-style-type: none"> - what digital uptake do jurisdictions currently have and are projected to have? - How are you increasing that uptake? - What does your future in-person service delivery model look like in light of higher digital use? - Do you envision more partnerships with the private and broader public sector in the delivery of services as more is shifted online? - Do you have a formal or informal outreach program that provides travel/mobile services to vulnerable and/or geographically dispersed clients? | <p>Anne Matthews Director, Partnerships & Business Development ServiceOntario, Ministry of Government & Consumer Services anne.matthews@ontario.ca</p> |