

## **PSSDC Information-Sharing Template – October 2017**

<b>JURISDICTION: Treasury Board of Canada Secretariat, Chief Information Officer Branch</b>		<b>Contact</b>
<p><b>1. Accomplishments:</b> Briefly highlight <b>major service delivery accomplishments, progress, and/or significant milestones</b> achieved in your jurisdiction <b>over the past 6-12 months.</b></p>	<p><b>Service</b> To support departmental implementation of the Policy on Service, an updated and consolidated Guideline on Service Management was published on the TBS website in March 2017.</p> <p>Furthermore, TBS has developed the GC Service Strategy in collaboration with key service delivery departments and agencies. Its goal is to continuously improve the quality of service we provide to Canadians by:</p> <ul style="list-style-type: none"> <li>• ensuring that services are designed and delivered in a way that puts clients' needs first;</li> <li>• making the online service experience so easy that users choose the digital path; and</li> <li>• ensuring that services are connected to each other so that we can offer a "tell us once" experience, in partnership with other jurisdictions, to minimize how often Canadians are asked to provide the same information</li> </ul> <p><b>Canadian Digital Service (CDS)</b> The Canadian Digital Service (CDS) was launched in July 2017 within the Treasury Board of Canada Secretariat. CDS's mission is to partner with Government of Canada (GC) departments to improve service delivery to Canadians. The creation of CDS was informed by the experiences of other jurisdictions such as the U.K.'s Government Digital Service, U.S.A.'s 18F and U.S. Digital Service, as well as a cross-Canada engagement tour held in 20 cities and 10 provinces and territories in 2016-17.</p> <p><b>GC Web Renewal</b> In July 2017, it was announced that for the remainder of 2017, the Web Renewal Project team will be focussed on migrating and improving the web content of 4 institutions: Health Canada, the Canada Revenue Agency, Immigration, Refugees and Citizenship Canada, and Environment and Climate Change Canada. While not all institutions will be able to migrate to Canada.ca before December 2017, our efforts continue to be focused on ensuring that when institutions publish information digitally, Canadians can readily find and easily understand it on all devices. Planning is underway for post-December 2017 and for the next steps in building the government's online presence, consistent with our commitment to improving the digital experience for Canadians. We will be providing further updates through the fall on next steps for the project.</p> <p><b>Canada's Digital Interchange (CDI)</b> The federal and P/T governments are working together to develop a pan-Canadian solution for a seamless, secure, scalable digital service to validate identity and share information across boundaries. Two pilots have been initiated. One that will allow the federal government and NS to share digital identity information leading to instant registration to My Service Canada Account (MSCA) or NS Login system. Currently required authorities are being sought and assessing privacy impacts. The other pilot will provide Alberta students with the ability to access the federal Canada Student Loans Program (CSLP) using their MyAlberta Digital ID/Verify. Currently MyAlberta Digital ID/Verify credential is being assessed against the Pan-Canadian Trust Framework standards.</p>	<p>Mélanie Robert <a href="mailto:Melanie.Robert@tbs-sct.gc.ca">Melanie.Robert@tbs-sct.gc.ca</a></p> <p>Sonya Read <a href="mailto:Sonya.Read@tbs-sct.gc.ca">Sonya.Read@tbs-sct.gc.ca</a></p> <p>Anatole Papadopoulos <a href="mailto:Anatole.Papadopoulos@tbs-sct.gc.ca">Anatole.Papadopoulos@tbs-sct.gc.ca</a></p> <p>Janet Rumball <a href="mailto:Janet.Rumball@tbs-sct.gc.ca">Janet.Rumball@tbs-sct.gc.ca</a></p> <p>Marc Brouillard <a href="mailto:Marc.Brouillard@tbs-sct.gc.ca">Marc.Brouillard@tbs-sct.gc.ca</a></p>

	<p><b>Pan-Canadian Identity Trust Framework (PCTF)</b> Development work is led by Identity Management Sub-Committee (IMSC), co-chaired by Rita Whittle (GC) and Rob Devries (Ontario). In May 2017. The IMSC working group finalized the review draft of the Verified Person Conformance Criteria which are now going into “Alpha Testing” (i.e., validation of the conformance criteria in a program context) in Summer-Fall 2017.</p>	
<p><b>2. Priorities:</b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b></p>	<p><b>Service</b> TBS is seeking to further understand and take appropriate action on the legislative barriers that prevent information sharing in the context of Government of Canada service delivery.</p> <p><b>Canadian Digital Service (CDS)</b> A primary role for CDS will be to provide hands-on capacity to help its partners improve digital service delivery and to help scale successful solutions across government. CDS will also work closely with the GC Chief Information Officer and others to help build government-wide digital capacity and provide advice in a number of areas related to service improvement, such as the procurement of digital solutions or the development of policies and standards.</p> <p><b>Digital Policy</b> TBS established the Digital Policy Division in August 2017 and is currently consulting and collaborating internally and externally on policy work related to digital government transformation.</p> <p><b>GC Web Renewal</b> The Canada.ca website is designed and managed to enhance the user experience featuring streamlined navigation. By the end of 2017, we will have migrated the web content that draws approximately 70% of the traffic of institutions that were in scope for the Web Renewal Initiative.</p> <p><b>Canada’s Digital Interchange (CDI)</b> Over the coming months, ESDC and TBS will continue to work with Nova Scotia and Alberta on conducting the pilot. TBS will continue to work with federal partners to put in place a GC interoperability platform to unify identity and credential management within the federal government. The federal government will continue to consult with PTs and other organizations in order to develop a more detailed pan-Canadian governance model, technical blueprint, identity validation processes, and ensure the proper authorities are in place to share information for service delivery purposes.</p> <p><b>The revised TB Directive on Identity Management and Standard on Identity and Credential Assurance</b> have been finalized for approval. Currently, The revised policy instruments incorporate new policy definitions and requirements related to accepting trusted digital identities and adoption of trust frameworks. These policy revisions position the GC to accept trusted digital identities from other jurisdictions, namely Provinces and Territories, that are approved using conformance criteria agreed to within the Pan-Canadian Trust Framework (currently in development – see related update).</p> <p><b>Cyber Authentication Collaborative Procurement</b> The cyber authentication service represents the “User Sign-In” or “Verified User” component of the Pan-Canadian Trust Framework. The current solution includes a Credential Broker Service and the GCKey credential, providing choice and convenience to clients and enables single sign-on (SSO) to Government of Canada services. As the business owner, TBS-CIOB is working with</p>	<p>Mélanie Robert <a href="mailto:Melanie.Robert@tbs-sct.gc.ca">Melanie.Robert@tbs-sct.gc.ca</a></p> <p>Anatole Papadopoulos <a href="mailto:Anatole.Papadopoulos@tbs-sct.gc.ca">Anatole.Papadopoulos@tbs-sct.gc.ca</a></p> <p>Sonya Read <a href="mailto:Sonya.Read@tbs-sct.gc.ca">Sonya.Read@tbs-sct.gc.ca</a></p> <p>Janet Rumball <a href="mailto:Janet.Rumball@tbs-sct.gc.ca">Janet.Rumball@tbs-sct.gc.ca</a></p> <p>Marc Brouillard <a href="mailto:Marc.Brouillard@tbs-sct.gc.ca">Marc.Brouillard@tbs-sct.gc.ca</a></p>

	<p>stakeholders to develop business requirements for an evolved authentication service, as the current contracts expire in 2019. The Invitation to Qualify (ITQ) issued earlier this year resulted in 4 Qualified Respondents and the procurement is in the Review and Refine Requirements (RRR) phase.</p> <p>The evolved service supports a Pan-Canadian approach and will continue to enable client choice when accessing online services by expanding the federation of credentials to include those of other jurisdictions.</p>	
<p><b>3. Showcase/Sharing:</b> 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><b>Canadian Digital Service (CDS)</b> CDS is committed to working in the open, co-creating solutions with partners, and using open source tools. This approach will help replicate solutions, support integration across organizations, and maximize the impact for users. Working in agile and user-centric ways means that CDS can experiment and prototype quickly, test with actual users of a service, and share publicly what worked well and what didn't. With an emphasis on the use of open source code, CDS is committed to sharing solutions with other jurisdictions and partners to help maximize the impact of its work.</p> <p>Over time, CDS will become increasingly involved in horizontal initiatives that span different jurisdictions and sectors. This includes provincial and municipal governments, the private sector, civil tech groups, academia and others.</p> <p><b>GC Web Renewal</b> All institutions are expected to apply the Canada.ca look and feel to their web presence. The requirements are described in the Canada.ca Content and Information Architecture Specification and the Canada.ca Content Style Guide. By using the templates, it will be easier for Canadians to access information on mobile devices, and if the departmental web content is organized and written according to the Canada.ca style guide, it will be easier for Canadians to find and understand it.</p>	<p>Anatole Papadopoulos <a href="mailto:Anatole.Papadopoulos@tbs-sct.gc.ca">Anatole.Papadopoulos@tbs-sct.gc.ca</a></p> <p>Janet Rumball <a href="mailto:Janet.Rumball@tbs-sct.gc.ca">Janet.Rumball@tbs-sct.gc.ca</a></p>
<p><b>4. Issues and Needs:</b> 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><b>Service</b> Better and more comprehensive information on citizens' expectations of government/private sector roles to help citizens protect their digital identity while also increasing the availability of digital services and transacting online through information sharing.</p> <p>Better intelligence on citizens' expectations and feedback on the use of digital identity for enhancing online service delivery.</p> <p><b>Canadian Digital Service (CDS)</b> To best understand the issues and needs of users, rigorous research and testing, sharing lessons learned and building partnerships with other jurisdictions will be a key part of CDS' work.</p> <p><b>Digital Policy</b> Seeking input from PSCIOC on policy work related to digital government transformation. Seeking partnerships for collaboration on supporting digital policy tools and resources.</p>	<p>Mélanie Robert <a href="mailto:Melanie.Robert@tbs-sct.gc.ca">Melanie.Robert@tbs-sct.gc.ca</a></p> <p>Anatole Papadopoulos <a href="mailto:Anatole.Papadopoulos@tbs-sct.gc.ca">Anatole.Papadopoulos@tbs-sct.gc.ca</a></p> <p>Sonya Read <a href="mailto:Sonya.Read@tbs-sct.gc.ca">Sonya.Read@tbs-sct.gc.ca</a></p>