

PSSDC Information-Sharing Template – October 2017

JURISDICTION: ALBERTA	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> <ul style="list-style-type: none"> MyAlberta eServices Program (eservices.alberta.ca) – Provides Albertans with an easy and secure way to pay for various government services online. MyAlberta eServices has processed over 270,000 transactions and collected more than \$114,000,000 since its launch on July 8, 2015. <ul style="list-style-type: none"> MyAlberta eServices has improved its integration with a third-party electronic payment processing company; so, users can now complete transactions seamlessly without leaving the website. 30 services are available through MyAlberta eServices, including FOIP requests, fine payments, commercial vehicle inspection decals, Alberta Parks passes, as well as special event registrations. MyAlberta Notify (eservices.alberta.ca/notify) – Makes it easy for Albertans to sign up for free email renewal reminders to alert them before their vehicle registration, driver's licence, or Alberta identification card expires. More than 145,000 users have registered for the service since its launch April 2016. <ul style="list-style-type: none"> Moving to electronic notices saves taxpayers more than \$3 million per year, while providing more modern and convenient reminder options for drivers. MyAlberta Digital ID Program (id.alberta.ca) – Albertans can create a secure username and password to easily access a variety of government services online. Having a single platform for online identity management means citizens have a familiar and consistent experience no matter what online service they need. <ul style="list-style-type: none"> MyAlberta Verify is a new addition to Alberta's digital identity management program that will be made available to the public later this year. The service will enable government to digitally verify the identity of citizens, so Albertans can use their verified MyAlberta Digital ID to access personal services online. MyAlberta Verify follows the identity assurance requirements defined by the Pan-Canadian Trust Framework. The verification service provides a higher level of identity assurance by leveraging the mature in-person verification processes used to create and issue Alberta driver's licences and identification cards. The service will enable the digital transformation of government services once considered too sensitive to deliver online (i.e. health records). Service Alberta is collaborating with the federal government on two pilot opportunities that will allow Albertans with a verified digital identity to renew passports and access federal government student loan services online. Workplace Communication Services (WCS) – The project will replace all 37,000 phones within the Government of Alberta (GoA) to VoIP (Voice over Internet Protocol). All network infrastructure and phones will be upgraded to enable VoIP capabilities in approximately two years. 	<p>Jackie Stankey, Acting Executive Director, Client Relationship Management Ministry of Service Alberta jackie.stankey@gov.ab.ca (780) 415-0485</p> <p>Chantal Ritcey, Acting Director, Digital Service Transformation Ministry of Service Alberta chantal.ritcey@gov.ab.ca (780) 644-7925</p>

	<ul style="list-style-type: none"> • A pilot has been completed and we are now in the process of upgrading 637 buildings across the province. The following initiatives have been implemented to ensure continuous service improvement: • Webchat – is another method of contacting the GoA service desk. It is just like Instant Messaging and enables you to contact a service desk agent in real time. <ul style="list-style-type: none"> • This is a benefit to both the GoA and our service provider as it enables one agent to interact with three clients at the same time. • Knowledge Management (KM) – the GoA uses Right Answers to provide employees and service desk agents with access to knowledge base articles to help them solve common problems (i.e. how to setup “Windows Hello” and enable your Surface Pro to recognize you and log you into your account). • Digital Worker – the GoA is using digital workers to automate certain manual tasks. Digital worker, otherwise known as Robotics Process Automation, is code that can make decisions based on criteria and perform tasks 24/7/365. <ul style="list-style-type: none"> • One example of digital workers in the GoA is communications sent from the IT Service Management tool about updating tickets. Another example related to education is professors who are using digital workers to answer about 80 per cent of questions that come into their inbox from students. 	
<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>	<ul style="list-style-type: none"> • MyAlberta eServices Program – Service Alberta is working with stakeholders to maximize the number of services offered through the website. The program is working 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 (i.e. event and facility booking). • MyAlberta Digital ID Program – Service Alberta is working to onboard more services to the program, and increase adoption of MyAlberta Verify. Alberta continues to work with federal, provincial, and territorial jurisdictions to ensure that MyAlberta Digital ID enables secure identity information sharing across Canada. <ul style="list-style-type: none"> • Alberta is working with the Government of Canada to provide the Treasury Board Secretariat with a test environment integration, which will help identify system requirements for the cyber-authentication procurement initiative. • MyAlberta Business ID – Alberta is developing an unverified identity for businesses. The service will enable business administrators and delegates to interact with government online on behalf of a company. • Alberta is actively working with Pan-Canadian working groups to establish digital identities for businesses, so they can realize many of the same benefits citizens experience today (i.e. convenient online services). • MyAlberta Disaster Relief Payments – Alberta is leveraging MyAlberta Verify to make the lives of citizens easier by providing a fast and convenient way to receive emergency funds during a disaster. • Common Business Number – Funding committed to adopt the federal Business Number and project stakeholders are engaged. Service Alberta is currently developing the first phase (Search and Retrieval) of the application for the Alberta Common Business Number gateway. 	

	<ul style="list-style-type: none"> • This will enable multiple partners to connect to the CRA's Common Business Number service, including Government of Alberta ministries and Alberta municipalities. The proposed timeline for the first phase of development (Search and Retrieval) is June 2018. • The proposed timeline for the second phase of development (Create and Update) is September 2018. • A draft MOU is being reviewed with CRA and regulatory development is ongoing. • Open Data / Analytics (open.alberta.ca) – Alberta's Open Government Portal was launched August 2015 to improve access to government information, data, and publications. The portal contains more than 11,000 datasets and digital publications covering a range of topics including health, energy, and natural resources. The program is currently working with the Government of Canada to federate both open government portals. <ul style="list-style-type: none"> • Alberta is also implementing a big data/data analytics strategy designed to discover, share, and leverage government data across the enterprise with the purpose to provide insight for policy development and improve service delivery. Key to the strategy is an enterprise data visualization implementation that allows business users the opportunity to create dynamic visualizations such as executive dashboards. There have also been pilot studies using advanced analytics to gain insight at the program level. 	
<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>	<ul style="list-style-type: none"> • MyAlberta Disaster Relief Payments – Other jurisdictions will be interested in Alberta's approach to distributing financial assistance to citizens during a disaster. Recent disasters such as the 2011 Lesser Slave Lake regional wildfires, the 2013 southern Alberta floods, and the 2016 wildfire in Fort McMurray and the Regional Municipality of Wood Buffalo have demonstrated that the current process for distributing emergency funds during a disaster relies on manual processes and is not meeting the needs of Albertans the Government of Alberta and non-governmental organizations. • Alberta is leveraging MyAlberta Verify to make the lives of citizens easier by providing a fast and convenient way to receive emergency funds during a disaster. The solution will improve service accessibility and reduce the number of citizens visiting Alberta Works emergency distribution centres to register for and receive emergency funds. Additionally, the solution will help government realize the following benefits: <ul style="list-style-type: none"> • Distribute funds to impacted citizens faster and in a more convenient way; • Reduce line-ups for in-person services; • Reduce demand for costly pre-paid debit cards; • Improve accountability with more efficient reporting and auditing processes. <p>Albertans who are unable to receive emergency funds online may still register using the new online solution; however, they must visit an Alberta Works distribution centre to receive funds in-person.</p>	

<p>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.</p>	<p>Additional information from other jurisdictions in the following areas would be beneficial:</p> <ul style="list-style-type: none"> • Blockchain strategy and development; • Online/Digital Services strategy and development; • Digital Identity management strategy and development; • eCommerce strategy and development; • Open Data (data analytics and federated model) strategy and development; • Digital drivers licenses; • Identity Management - Alberta wants to become a trusted identity provider for Government of Canada services. This will enable Albertans with a verified digital identity to access federal programs and services online using the same login information used to access online services provided by the Government of Alberta; • Configuration Management Database (CMDB) deployment and operations; • Lessons learned from the deployment of VoIP; • Digital worker strategy and implementation. 	
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