

PSCIOC Information-Sharing Template – September 2020

Information Sharing is collected for the purpose of the PSCIOC Meeting of September 2020.

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Administration :		Contact
1. <u>Accomplishments:</u> Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months.	Enterprise Resource Planning (ERP) – One Government eXperience (1GX) <ul style="list-style-type: none"> 1GX is one of the biggest transformations ever undertaken by the Alberta Public Service. The project will move the Government of Alberta from its aging ERP system, IMAGIS, to a new ERP platform, called 1GX, with modern cloud-based capabilities and standard processes to be used across government. The new 1GX solution will enable the Government of Alberta to become a more efficient and effective organization, and a leader in operational excellence, by introducing a cloud-based ERP technology that brings together business processes and automation of functions related to Human Resources, Procurement, Finance, and Information Management Technology. Three 1GX pilot ministries, as well as supporting departments, officially went live in July 2020. Pilot ministries are leading the way by testing 1GX applications in advance of a full roll out. They help identify any issues that come up as they implement 1GX early and then work with experts in the 1GX program to fix it before program goes live. The broader launch across all ministries and legislative offices is currently targeted for November 2020. 	Stephen Bull Sr. ADM/Corporate Chief Information Officer Service Alberta Stephen.bull@gov.ab.ca (780) 644 8414
	Cybersecurity <ul style="list-style-type: none"> Data and Information Security in the Cloud standard was updated to allow for information classified as Protected C to be stored in the cloud by default (with the ability for a Deputy Minister to request an exception to keep particularly sensitive information on premise), and to allow the use of vendor-controlled keys to be used as a valid alternative to encrypt data at rest in the cloud. This change in policy was made to help fast-track cloud adoption and migration of data and online services to the cloud. Government of Alberta Cybersecurity Response Plan for COVID-19 Pandemic was developed and distributed to Alberta public agencies and other federal, provincial and territorial jurisdictions within two weeks from the beginning of the pandemic. This document outlines the potential cyber threat to the Alberta public sector as a result of the pandemic, along with a response plan. Two-Factor Authentication for all Corporate Cloud-based Solutions was implemented to improve protection controls for Government of Alberta data and services hosted in the cloud. Most information breaches in the cloud are the result of a phishing attack that was successful in compromising a valid user account. Multi-factor authentication is one of the most effective controls to prevent a compromised username and password to be used to access data in the cloud. 	Scott Ironmonger IMT Secretariat, Strategy and Support Operations Service Alberta scott.ironmonger@gov.ab.ca (780) 644 1527

- **Corporate Information Management Technology (IMT) Risk Management Practices and Risk Register** were updated to accept, track and manage all IMT related risks (beyond the original design that only included cybersecurity risks). Processes within the practice were also updated to include automated monthly reporting and to review/update risk information within the register by risk owners.
- **Successfully countered increasing numbers of suspected Nation-State Sponsored Cyber-Attacks** on the Government of Alberta environment since the beginning of the COVID-19 pandemic. These attacks are persistent and come in almost daily. According to intelligence received, these nation-states are either looking for information that may fast-track their research into the provision of a COVID-19 vaccine, or looking at disrupting government business by leveraging the fact that many staff are working remotely.

Microsoft Cloud Services – Microsoft 365

- Service Alberta has been working with its ministry partners for the government-wide adoption of Microsoft Cloud Services (Microsoft 365). Due to the COVID-19 pandemic, the Government of Alberta accelerated specific features of Microsoft 365 as they were needed in a timelier manner. This included the implementation of multi-factor authentication, Microsoft information protection and Microsoft InTune, as well as the migration of all on premise email accounts to Exchange Online.
 - A total of 40,700 mailboxes have been migrated since May 2020.
 - The plan was to move to Microsoft 365 starting in fall 2020, as part of the Next Generation Government initiative, but due to recent e-mail instability and the number of users working remotely, we worked around the clock to expedite the migration to Exchange Online in just 10 weeks.

Data Analytics, Process Automation and Artificial Intelligence

- **The Government of Alberta has launched a corporate data lake** that supports business data science and provides insights needed to facilitate evidence-informed decision and policy-making. The data lake offers a scalable, flexible, governed, secured and integrated enterprise platform that handles the volume, variety and velocity of the data for big data insights, advanced analytics, data mining, business intelligence, machine learning and artificial intelligence, among others. The data lake employs the Cloudera Hadoop distributed big data processing technology.
- **Data Visualization using SAS Visual Analytics** provides a complete platform for analytics visualization, enabling the ability to identify patterns and relationships in data that were not initially evident. Interactive, self-service business intelligence and reporting capabilities are combined with out-of-the-box advanced analytics so everyone can discover insights from any size and type of data, including text. Users of all skill levels can visually explore data on their own while tapping into powerful in-memory technologies for faster analytic

computations and discoveries. It is an easy-to use, self-service environment that can scale on an enterprise wide level.

- [Open Government Portal](#) is a portal that collects all Government of Alberta publications and open datasets into one publicly accessible repository.

MyAlberta Enterprise Solutions

- Service Alberta continues to partner with departments from every level of government to provide more efficient and effective ways of delivering core business responsibilities by implementing MyAlberta eServices, MyAlberta Digital ID, and other signature projects such as the MyAlberta Evacuation Payments System.
- **MyAlberta Digital ID** (account.alberta.ca) provides a secure way to access online government services.
 - **Accomplishments:** Since its public launch in 2015, 54 services have started using MyAlberta Digital ID and over 1.3 million Albertans have created accounts. Departments are leveraging MyAlberta Digital ID to enhance security, realize efficiencies, and streamline access to services.
 - In August 2019, a federal pilot launched 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. Within eight months, nearly 50,000 Albertans used MyAlberta Digital ID to access their My Service Canada Account.
 - In October 2019, eligible families started accessing the new Child Care Subsidy online application with their MyAlberta Digital ID.
 - In November 2019, Albertans started using verified MyAlberta Digital ID accounts to access the Special Needs Assistance for Seniors online tool.
 - Labour and Immigration have started using MyAlberta Digital ID for a number of public facing applications such as Employment Standards Appeals, Occupational Health and Safety (OHS) Online Incident Reporting, OHS Approval and Appeals, OHS Report on Compliance System, and the OHS Complaints System.
 - In May 2020, MyAlberta Digital ID enhanced its verification process by making it easier for Albertans to provide their information. Simplified verification significantly reduces the amount of information Albertans need to enter from their driver's licence or ID card (from 13 fields down to two) in order to verify their digital identity.
 - In June 2020, MyAlberta Digital ID supported the launch of the Small and Medium Enterprise Relaunch Grant program, which offers financial assistance to businesses, co-ops, and non-profits impacted by COVID-19. In its first ten days, Alberta received more than 9,400 applications.

- **Priorities:** 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 actively engaged in projects that will help deliver public services faster, more securely and at a lower cost.
- **MyAlberta Digital ID for Business** (business.account.alberta.ca) provides administrators and delegates with a secure way to interact with government on behalf of a company.
 - **Accomplishments:** Since its public launch in 2018, 22 services have started using MyAlberta Digital ID for Business and over 15,000 accounts have been created.
 - **Priorities:** Service Alberta is working to onboard more services to the program. The program continues to grow and as more services become available, Service Alberta will redesign the site to enhance the user experience and ensure there is a consistent look and feel across all MyAlberta Enterprise Solutions.
- **MyAlberta Fines Search** leverages MyAlberta Digital ID to enable Albertans to look up their fines online, find outstanding ticket numbers and pay them on MyAlberta eServices.
 - **Accomplishments:** Since its public launch in September 2019, over 100,000 Albertans used the service to search for their outstanding fines. On May 16, 2020, it surpassed its target of having 80,000 Albertans access the service within 12 months.
- **MyAlberta Evacuation Payments System** leverages MyAlberta Digital ID to provide a fast and convenient way to get evacuation payments during a disaster.
 - **Accomplishments:** The system was used from May 4 to June 5, 2020, to provide emergency funding for northern Alberta flood evacuees.
 - The system distributed over \$11.5 million in evacuation payments by e-Transfer to more than 10,700 Albertans with a verified MyAlberta Digital ID.
 - In total, Alberta distributed more than \$13.5 million to over 13,000 evacuees; with over 80 per cent distributed using e-Transfers.
 - **Priorities:** Alberta is developing the MyAlberta Emergency Registration System to allow Albertans that have been evacuated due to an emergency (i.e. flood, wildfire) to register online, rather than presenting themselves in-person at an evacuation reception centre. An online solution is required due to concerns regarding COVID-19 and social distancing requirements.
- **MyAlberta Emergency Isolation Support System** leverages MyAlberta Digital ID to provide emergency support payments to eligible Albertans, without requiring that they leave their homes to apply or obtain funds.
 - **Accomplishments:** In response to the COVID-19 pandemic, the MyAlberta Evacuation Payments System was adapted and reused to build the MyAlberta Emergency Isolation Support system in just eight days. The system launched on March 25, 2020, and by the close of the program on April 6, 2020, more than \$107 million had been distributed to more than 94,000 Albertans.

- The system sent more e-Transfers in its first day than MyAlberta Evacuation Payments sent in its first 30 days (May 26 to June 24, 2019).
- **MyAlberta Emergency Benefits System** leverages MyAlberta Digital ID to provide a fast and convenient way to get emergency food benefits by Interac e-Transfer.
 - **Accomplishments:** In June 2020, the system was used for the first time. The MyAlberta Evacuation Payments System was adapted and reused to build the MyAlberta Emergency Benefits System.
 - The project reduces red tape and increases efficiency by reducing paperwork, reliance on faxing vouchers, manual processes and wait times.
 - The project also reduces stigma for Albertans accessing emergency benefits, as they no longer have to present themselves to customer service to retrieve their voucher or have others see them redeeming the voucher at checkout.
 - **Priorities:** In the future, the system may be leveraged to offer other types of emergency benefits.
- **MyAlberta Notify** is an online notification service that provides government entities the capability to send emails and text messages cheaply and easily to citizens and businesses who use their services. Business areas can send these manually or automatically.
 - **Accomplishments:** A Beta version of the service launched in late March 2020, and it has already sent over 200,000 emails and 2,500 text messages.
 - The service helps ensure that citizens and business stay informed about their interactions with government, reducing uncertainties around unknown statuses of their digital interactions with Alberta programs and services. This will reduce call centre volumes, realize efficiencies and save resources.
 - **Priorities:** Future phases will continue to enhance features within MyAlberta Notify in order to provide a more customizable service offering to better suit various business needs.

Enterprise IT Environment (EIE) (Infrastructure Consolidation Initiative)

- Initiative began in September 2017 to consolidate IT infrastructure into a robust and resilient shared IT environment. As of August 2020, the initiative is 100% complete.
- All IT infrastructure, staff and budget transfers from the individual ministry IT areas are completed. 100% (823) of Government of Alberta applications have been migrated into the Enterprise and are in production being used by staff.
- Alberta now has three data centres remaining. The EIE initiative has realized \$5 million dollars per year in savings.

Online Birth Registry (OBR)

- **Accomplishments:** The Government of Alberta launched an online birth registry, with the ability to order birth certificates online, on June 28, 2020.

- Albertans can access the online birth registry on alberta.ca using any electronic device to register their child's birth information and order birth certificates.

Common Business Number (CBN)

- Accomplishments:** The Government of Alberta implemented the CBN program February 17, 2020.
- The CBN program facilitates the application of a CRA nine digit Business Number (BN9) when a business incorporates in Alberta. The BN9 can be used as a common identifier for participating federal and provincial partners. Alberta's Corporate Registry and Treasury Board and Finance are the first provincial ministries to adopt the BN9.
- The Alberta Business Information Data Exchange (ABIDE) hub built to send messages between Alberta and CRA allows participating ABIDE partners to access real time Alberta corporate data.

Multi-jurisdictional Registry Access Service (MRAS)

- Accomplishments:** MRAS was launched on June 27, 2020. MRAS is an information hub that allows corporate information sharing between provinces, and with the federal government, making extra-provincial registration faster and easier.
- Along with MRAS, Alberta Corporate Registry launched its Online Extra-Provincial Registration system. This system allows corporations and limited partnerships within the New West Partnership Trade Agreement (NWPTA) to extra-provincially register their corporation or limited partnership online in a partner province and manage their extra-provincial registrations through the online system. The New West Partnership Trade Agreement includes British Columbia, Alberta and Saskatchewan and, most recently, Manitoba

Alberta Digital Innovation Office

- In its second year, the Digital Innovation Office (DIO) is working to bring modern, industry-proven digital practices into government. Using agile development, continuous delivery, open source technology and ongoing user research, small teams deliver briskly and build new capability in the public service. The DIO works alongside program areas for one year (at a cost of no more than \$1M) to develop a major, transformational service. The DIO provides support to ensure that legislative innovation can be quickly realized in new digital services. This year, key initiatives include:
 - Justice Digital was established in summer 2019 to bring modern services to the justice system, making it more accessible for citizens, the legal profession and the judiciary, as well as reducing paperwork and friction for staff. Current projects transform several in-person services to digital, including: filing court documents, adjourning court appearances and resolving traffic tickets.



- Social Sector (Community and Social Services, Seniors and Housing, Children's Services): As ministries that historically have delivered many services in person, often to vulnerable populations, Alberta's social sector needed to accelerate its move to enhanced online services in the context of pandemic. The DIO was able to rapidly focus on key services including income support and childcare subsidy.
- Aboriginal Consultation Office: Working closely with First Nations, industry, government and regulators, the DIO is continuously deploying a system that makes consultation more transparent and timely, reducing delays and overhead for all stakeholders.

Alberta Government Remotely Piloted Aircraft Systems Program

- In its 3rd year, the Alberta Remotely Piloted Aircraft Systems (RPAS or Drone) Program has grown to a fleet of 50 operational RPAS units and a complement of over 100 pilots spanning six ministries. The RPAS Program aims to increase the effectiveness of public servants through the use of RPAS. The Lead ministry for the program is Environment and Parks with governance provided by representatives from 13 ministries. The RPAS Program enables public servants to leverage aerial imagery, video and data to enhance their effectiveness, reduce risk and promote workplace safety. For the 2020 flying season, the program has executed over 700 flights to date and is on track to complete 1000 flights by end of season. This year, initiatives include:
 - **Staffing** - Creation of a full time RPAS Operations Coordinator Position. This position has overall accountability and control of the RPAS program and is the single point of contact for any RPAS operational or program inquiry. The RPAS Operations Coordinator is part of the Earth Observation Team of the Provincial Geospatial Centre.
 - **Policy Development** - Both the RPAS Policy and RPAS Directive have been updated to reflect the coming into force of Part IX of the Canadian Aviation Regulations.
 - **Governance** - Internal Auditing of pilots is ongoing to ensure compliance with Federal regulations, Government of Alberta RPAS Policy and Directive.

Information Management

- [Electronic Signatures Types Standard](#) supports business areas considering electronic signature solutions by defining the types of electronic signatures that are in use and/or accepted by the government. Business areas must adhere to the process outlined in the Electronic Signature Solution Guideline when selecting an electronic signature solution in order to ensure that:
 - security risks are identified and mitigated;
 - business needs are fulfilled; and
 - legal obligations are met.

	<ul style="list-style-type: none"> • Electronic Signatures Technical Standard describes the technical requirements that enable the use of electronic signatures in the government. E-Signatures in the government must be: <ul style="list-style-type: none"> ○ reliable ie. verifiable to the signatory's identify and the integrity of the signature and record; ○ non-repudiable ie. auditable to prove the signatory's intent to sign and the validity of the signature, and; ○ binding to the required agreement to provide confidence in government records. • Electronic Signatures Solution Guideline describes the process that all departments must follow in order to implement an appropriate electronic signature solution, including (but not limited to): <ul style="list-style-type: none"> ○ identification of an appropriate electronic signature solution for the mitigation of potential risks associated with meeting legal and evidentiary requirements; and ○ ensuring the selection of a fiscally responsible electronic signature solution. • Open Government Metadata Application Profile Standard and supporting guidance describes all the descriptive metadata elements that can be used to create records in the Government of Alberta's Open Government Portal. The Portal collects all Government of Alberta publications and open datasets into one publicly accessible repository. • Recent migration to Microsoft 365 (M365) has further facilitated the application of the Data and Information Security Classification Standard by setting Protected A as a default for all emails and documents created in the M365 environment; employees are to change the sensitivity label based on the context and content of the information. FAQs and other supporting documentation have been developed to support employees with the application of this standard. 	
<p>2. Priorities: Briefly describe what your organization sees as its top IT/IM priorities/initiatives over the next 12 to 36 months.</p> <p><i>The PSCIOC is particularly interested in jurisdictional information in the following areas:</i></p> <ul style="list-style-type: none"> • Digital Government • Cyber Security • Talent Management 	<p>Digital Government</p> <ul style="list-style-type: none"> • The COVID-19 pandemic and resulting need for self-isolation and social distancing has pushed the organization to reconsider the way government services are delivered, and focus on delivering more online and automated services. <p>Cybersecurity</p> <ul style="list-style-type: none"> • The COVID-19 pandemic has forced many organizations to fast-track the implementation of solutions that allows them to share information more efficiently and effectively. It is important to ensure that these solutions do not put the organization's data at risk. <p>Talent Management</p> <ul style="list-style-type: none"> • A "Talent On Fire" workgroup has been established within the Government of Alberta's Office of the Corporate Chief Information Officer & Telecommunications division, which has been assigned three main tasks to improve the Talent Management of current staff within the division: • Tracking the skills staff currently have and the development of new skills 	

- An e-scan of talent management systems/tools available has been completed and the first demo system option has been configured and is under testing/evaluation.
 - Work has begun with technical staff to setup and configure the second demo system option to allow for testing/evaluation.
 - **Sharing internal knowledge and information within the division**
 - A review of strategies and approaches is being conducted on how to effectively utilize new technology and platforms to creatively communicate knowledge internally.
 - **Addressing skill gaps, both technical and non-technical**
 - Work is underway to establish a learning and training repository, including a compilation of online training resources and categorization of skills by job roles.
- Remote Working**
- A “Working Spaces” workgroup within the Government of Alberta’s Office of the Corporate Chief Information Officer & Telecommunications division is exploring options for changing the workplace environment for staff to:
 - ensure the workplace environment contributes to a positive employee-centered work experience in delivery of services to citizens;
 - reduce and consolidate the amount of space occupied by staff;
 - improve on the current space utilization and staff density in the office; and
 - research and leverage leading workspace and workstyle practices.
 - As part of this initiative, the division of approximately 900 staff has begun a remote work pilot, which will enable at least 50% of employees to work remotely by end of the 2020 calendar year.
- Microsoft Cloud Services – Microsoft 365**
- Service Alberta has been working with its ministry partners for the government-wide adoption of Microsoft Cloud Services (Microsoft 365). This initiative will augment security and information management capabilities to safeguard public data, and would provide all Government of Alberta employees with the tools to collaborate and manage work and information consistently, effectively and efficiently to better serve Alberta citizens.
 - Specifically, this service will help the Government of Alberta address the following key issues and challenges:
 - reduce the number of cyber security incidents and information breaches;
 - enable a fulsome information management service that ensures compliance to legislation, full advanced features that include automation and artificial intelligence and reduction of file duplication;
 - enable all Ministries across the Government of Alberta to share data efficiently and conduct analytics; and
 - allow quick discoveries to respond to FOIP requests.

- The Government of Alberta is conducting two pilot projects to test the foundational elements of Microsoft 365. One project is helping determine the technical configuration, the other focuses on the staff training approach, validate the Government of Alberta-wide deployment approach and determine support requirements for Microsoft 365 products. Both pilots are in progress.
- The project team is now planning the implementation of specific features of Teams which will be starting in September 2020. Microsoft Teams extends the capabilities of Skype for Business and combines chat, video conferences, document collaboration, application integration, and file storage into a single interface. Over the next few months, Service Alberta will be creating deployment, communications and training plans. Microsoft Teams will be launched to departments in a phased approach.

Cloud Strategy and Cloud Enablement

- The Government of Alberta is steadily moving towards a 'cloud first' model - cloud computing is a natural progression from traditional IT, building on previous technologies while promising to improve cost efficiencies, deliver on demand services, accelerate innovation and improve the usability of information technologies for staff.
- Having consolidated core IMT services into one organization, built a modern and robust IMT infrastructure (Government of Alberta Domain), and established an excellent province-wide broadband network through SuperNet, the Government of Alberta is positioned to capitalize on a multitude of benefits that cloud services can provide.
- The Government of Alberta approach will integrate with our IMT initiative intake evaluation process to identify the best-fit for Government of Alberta IMT solutions be it: Software as a Services (SaaS), Platform as a Services (PaaS), Infrastructure as a Service (IaaS) or a non-cloud option – in that order. This approach will require a clear modernization plan for non-cloud solutions in order to ensure that our applications are well prepared to take full advantage of cloud services and avoid the boomerang effect.
- In order to meet these upcoming cloud requirements, based on a cross-jurisdictional scan facilitated through PSCIOC, the Government of Alberta will be following a similar approach as the Government of New Brunswick with a Cloud pre-qualified resource (PQR) procurement. Once completed, the vision is to integrate and automate request fulfillment with the successful proponents for approved Government of Alberta initiatives based on the requirements of the business area.
- Procurement has closed and the Government of Alberta is in negotiations with three hyper-scale cloud providers. Target is to have contracts signed in fall 2020 to allow Government of Alberta to begin to build a public cloud presence and consume cloud services for early-adopter business areas and our Digital Innovation Office.

Architecture Review Board

- The Government of Alberta is establishing an Architecture Review Board to serve as a governance body ensuring that IMT initiatives align with Government of Alberta enterprise architecture principles as well as business and IMT goals and strategies. The Architecture Review Board will:

- ensure proposed investments and solutions meet business needs and deliver the intended value at the intended cost and risk, both locally and globally;
- align proposed investments and solutions to business plans and roadmaps;
- identify opportunities for IMT and architecture reuse, modernization and rationalization early;
- focus on client-centric results: ensure architecture reflects our joint commit to service delivery and open new communication channels among stakeholders; and
- reduce red tape and optimize costs via standardized pre-approved solution stacks.

Application Rationalization

- The Government of Alberta is working on a plan focused on the rationalization of applications that provide the same or similar services as other standard application systems at Government of Alberta. This effort will provide reduction in cost and resource usage, as well as clarity in purpose and role of systems for:

- grant management;
- case management;
- web content management; and
- learning management system

Service Management Platform implementation

- The Government of Alberta has a corporate initiative, internally called BERNIE, to move government services into the client focused digital age. The three initial programs are:
 - **Digital Regulatory Assurance System** to accelerate the transformation of Alberta Environment and Parks' business activities, supporting the regulatory assurance framework implementation, including education to public and authorization holders, streamlined application submission and review processes, and data receipt, analysis, assessment and response under legislative requirements.
 - **Enterprise Service Management** to accelerate the IMT transformation, enable improved customer experience, increase efficiency and stability, increase control and transparency, and improve speed and agility of IMT organization.
 - **Government of Alberta Contact Centres** to accelerate the Government of Alberta Contact Centres transformation, enable increased capacity and effectiveness and increase the flexibility of engagement options, leading to a significantly improved citizen experience.

<p>3. <u>Issues and Needs:</u> Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSCIOC.</p>	<p>Attracting and Retaining Top Talent</p> <ul style="list-style-type: none"> The strong focus on digital services delivery and the need to deliver solutions faster requires top information management technology talent. The public sector compensation system has been under severe constraints for many years, which is impeding the ability of government and public agencies to attract and retain top talent, who are attracted by the private sector's ability to pay more, increase compensation over time based on performance and provide promotions. 	
<p>4. <u>Topics of Interest:</u> Please identify topics of interest to your jurisdiction for future PSCIOC meetings /teleconferences.</p>	<p>The Government of Alberta is interested in the following topics:</p> <ul style="list-style-type: none"> Digital Identity - Self-Sovereign Identity Robotics Process Automation Machine Learning/Artificial Intelligence Cloud Enablement Remote Workforce 	