

PSCIOC Information-Sharing Template – September 2020

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

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

Administration :		Contact
1. Accomplishments: Briefly highlight major IT/IM accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6 - 12 months .	Open Government <ul style="list-style-type: none"> Increased the number of datasets on the open.canada.ca portal to over 80,000 and updated the landing page (including updating the open data/information search catalogue) to improve the look and feel of searches, as well as the “discoverability” of data/information on the open.canada.ca website To highlight the open government principles of transparency, accountability and citizen participation and support an open response and recovery to the pandemic, TBS created a COVID landing page on the open.canada.ca that points to resources directly related to COVID, such as CERB data and COVID-19-related proactive publications such as Contracts and Grants & Contributions, among others. Drafted a new set of metadata standards which was co-created with the provinces and territories through the Canada Open Government Working Group. These standards will be used in federating open data searches with the provinces and territories. Federated the Quebec data portal at the end of July 2020. This means datasets from donneesquebec.ca are now discoverable on open.canada.ca. (Canada) Successfully re-elected to the Open Government Partnership Steering Committee for a three-year term from 2020 to 2022 	Melanie Robert Melanie.Robert@tbs-sct.gc.ca
	Digital Policy <ul style="list-style-type: none"> June 30th 2020 marked the release of 2018-19 GC Service Inventory on open.canada.ca. Contains service information and key metrics on GC services collected from departments and agencies subject to the Policy on Service (since replaced by the new Policy on Service and Digital). On April 1, 2020, the new Treasury Board Policy on Service and Digital came into effect. The policy advances the delivery of services and the effectiveness of government operations through the strategic management of government information and data and leveraging of information technology, supporting the mandate of the Minister for Digital Government in leading the Government of Canada’s digital transition. In May 2020 on GC Collab Digital-numérique, OCIO released an interpretative Guideline on Service and Digital (version 1.1), which provides detailed guidance on key areas of the Policy and Directive. TBS aims to publish the next version of the Guideline on Canada.ca in fall 2020. 	

Security Policy

- The Critical Services Prioritization Initiative (CSPI) was endorsed by DM CEPP in August 2019 and January 2020 to establish and prioritize a Government of Canada (GC) Critical Services List.
- As part of the COVID-19 pandemic response, TBS and Public Safety leveraged the CSPI process to rapidly establish a preliminary Critical Services list in the pandemic context to support planning and resource allocation, including interdependency mapping (e.g. mission critical applications)

Information and Privacy Policy

- Issued Interim Policy on Privacy Protection, Interim Directive on Privacy Practices and Interim Directive on Privacy Impact Assessment to ensure privacy continued to be considered in the development and implementation of urgent COVID-19 related initiatives
- Launch of a full review of the *Access to Information Act* on June 18, 2020. This review will build on the targeted changes made by Bill C-58 in 2019.
- Guidance during COVID-19 pandemic
 - Provided interim policy guidance to address treatment of privacy and personal information during program development response to address the COVID-19 pandemic
 - Providing guidance on responding to requests for information during the COVID-19 pandemic
- Proactive publication
 - Proactive publication has continued, and currently over 20,800 titles of [briefing notes for Ministers and deputy ministers](#) are available on a publicly searchable database. Proactive publication requirements for senators, members of Parliament and administrative institutions that support Parliament and the Courts came into force in June 2020, one year after royal assent of Bill C-58.

Cyber Security

- Published the [Security Playbook for Information Systems Solutions](#). This playbook outlines tasks to consider when designing and implementing solutions for GC information systems in cloud environments.
- Established the GC Cloud Guardrails for Office 365 to enable the secure configuration and hardening of GC department and agency implementations of Microsoft Office 365. The guardrails can be found here: <https://github.com/canada-ca/cloud-guardrails-O365>.
- The [Standard on Email Management](#) has been amended to include new requirements to enhance email security. Specifically, enabling Domain-based Message Authentication, Reporting & Conformance (DMARC) will help to protect the GC email domains from email

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spoofing, to prevent the delivery of certain malicious messages sent on behalf of their domains and identify the infrastructure used by malicious actors, in order to protect the reputation of the GC.

- Published v1.1 of the [Public Sector Profile of the Pan Canadian Trust Framework](#). The use of the PCTF ensures alignment, interoperability, and confidence of digital identity solutions that are intended to work across organizational, sectoral, and jurisdictional boundaries.
- E-signature [guidance](#) was published in Summer 2019 in support of the replacement of paper-based processes with electronic practices that are more modern, faster and easier to use. TBS is exploring options to further advance this service including the establishment of a standing offer to facilitate access to supporting software technologies.
- Launch of the beta version of the cybersecurity maturity self-assessment tool as part of the TBS Application Portal. The purpose of the is to provide Government of Canada departments and agencies with an easy to use method which enables them to better understand their cyber security posture.

Digital Enablement

- Identified key digital infrastructure initiatives to advance the single window ministerial priority, through a common enterprise lens focused on OneGC outcomes associated with digital service delivery.
- Successfully launched and scaled the Application Programming Interfaces (API) Store to production (allows for easy discoverability of GC API) and awarded a contract for an Event Broker (publish/subscribe style messaging) as part of the Canadian Digital Exchange Platform (CDXP). This platform will allow for simple, real-time information sharing between federal, provincial, territorial, and municipal jurisdictions.
- Developed a Tell Us Once Report that highlights citizen's preferences (user experience) and integration best practices (interoperability between departments) to inform a OneGC platform, self-serve single window for GC services. Initiated the process to procure a cloud-based client hub start developing and testing a solution.

Enterprise Strategic Planning

- Funding was allocated in Budget 2018 SSC partner Departments to modernize the Government's digital services, as part of the Workload Migration and Cloud Enablement Program. TBS is the trailblazer department and has successfully modernized and migrated 100% of their workload to the cloud as of February 2020. For fiscal year 2020-21, TBS will distribute \$20M to assist departments on their modernization and migration effort activities.

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	<p>Talent Mobility</p> <ul style="list-style-type: none"> In response to Covid-19 the team rapidly developed and launched GC Talent Reserve, a retrofit of Talent Cloud, within weeks. The platform allowed departments to identify critical needs for which public servants in non-critical roles volunteer and are matched to help. <p>Talent Management and Development</p> <ul style="list-style-type: none"> Expanded talent management in both scope and breadth. Historically, annual talent management discussions focused exclusively on limited CIO positions (43 CIOC member organizations) or those at the subordinate and peer-level IM/IT executives (EX-01/03s). In the last year, this has expanded into IM/IT EX-equivalent and Manager roles and also included beyond looking merely at performance ratings (e.g., candidates with ratings of 4 or 5 out of 5) for promotional opportunities to include candidates that could benefit from at-level career mobility. Launched new large-scale recruitment campaigns for talent, including one focused on Women in IT to increase representation in the public service in tech. Draft Digital Competencies were developed to complement and operationalize the Government of Canada Digital Standards to help instill the required competencies (e.g., knowledge, skills, abilities and other attributes) in our workforce to build a digital government. <p>Digital Change</p> <ul style="list-style-type: none"> TBS recently launched a Government of Canada Greening Government IT Working Group focused on information sharing, potential collaboration and identifying best practices. <p>Digital Nations</p> <ul style="list-style-type: none"> Canada holds the 2020 Chair for the Digital Nations (DN), which involves guiding the strategic direction of the group for a one-year term, as well as hosting the 7th annual Ministerial Summit. The DN Summit, held virtually from November 2-3, will focus on the theme of 'Resilient and Responsive Service'. The timing of the Summit will also align with FWD50, a global digital government gathering that brings together experts from private and public sector, taking place early November, as a hybrid event. Wednesday, November 4th is dedicated to DN programming. On June 22nd, 2020, the DN Officials Meetings was held virtually to replace the in-person meetings in Denmark. A/CIO Marc Brouillard led the delegation with support from Denis Skinner, Executive Director of the Digital Change Sector. 	<p>Lauren Hunter lauren.hunter@tbs-sct.gc.ca</p> <p>Anna Wong anna.wong@tbs-sct.gc.ca</p> <p>Denis Skinner denis.skinner@tbs-sct.gc.ca</p> <p>Mark Levene mark.levene@tbs-sct.gc.ca</p>
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	Gender and Technology <ul style="list-style-type: none"> Created and now chairs monthly Gender and Technology Work group meetings with departments across the GC to share knowledge and best practices. Exploring Anti Bias training for the CIO community. Launched the Dr. Roberta Bondar Career Development Program for Women in Science and Technology for the 2019-2020 Cohort. 	<p>Jillian Leblanc jillian.leblanc@tbs-sct.gc.ca</p>
<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 	Open Government <ul style="list-style-type: none"> Continue to work on the implementation of the commitments in Canada's 4th National Action Plan on Open Government (including those on user-friendly open government, digital government and services) which are now due in June 2021 (extension was granted as delays are expected due to COVID-19). Test with Other Government Departments the Suggest a Dataset pilot on open.canada.ca which will highlight actions taken by organizations around requested datasets through publicly-available status updates. Work with other government departments to release more open data and information related to COVID-19 on the Open Government Portal. Continue consultation around new data quality rating system that will be launched on the portal. The new criteria is focused on an achievement-based system and will allow users to evaluate the quality of their data before publication, in real time. Expand the current federated open data service to include additional provinces and municipalities. Continue to add visualization to high-value datasets such as building the service inventory, open maps viewer and further showcasing visualization tools such as the GC InfoBase, and those tools created by the Canadian Energy Regulator and Public Service Commission. Continue to ensure Canada's position as a leader in the international open government community through ongoing collaboration with the Open Government Partnership and the Organization for Economic Co-operation and Development. Revamp the Open Government website (open.canada.ca). It will undergo a significant revamp based on user satisfaction surveys, undergoing a ROT exercise, UX testing and some IA rework to ensure a more user-friendly experience Continue to iterate the Access to Information and Privacy Online Request Service, to enable electronic delivery of completed access to information and personal information request packages securely to requesters and modernize ATIP request processing software solutions. <p>Digital Policy Supporting federal institutions implement the Treasury Board Policy on Service and Digital, will be critical this year. Key areas of focus for the Policy will be to:</p>	<p>Melanie Robert Melanie.Robert@tbs-sct.gc.ca</p>

	<ul style="list-style-type: none"> • Support work on the designation of officials and their responsibilities, as well as the distinction between the roles of officials, including establishing a community for senior officials responsible for service management and cyber security. • Develop greater guidance in Information & Data Management to showcase how the field is evolving. OCIO will expand upon requirements for designating officials to work in collaboration with the departmental CIO in the areas of information and data management, including Chief Data Officers, to provide greater clarity on this role in the context of the Policy. • Provide greater specifications on integrated planning and reporting to ensure greater integration of information and facilitate efficiency in reporting. • Strengthen Client Centric Design and Delivery, where importance will be placed on ICT Accessibility, strengthening internal and external service design for all clients and recognizing the integral role of privacy in providing secure and reliable services. <p>Information and Privacy Policy</p> <ul style="list-style-type: none"> • Continue work on the Privacy Breach Action Plan to strengthen privacy breach prevention and management, including through engagement with key functional communities such as the CIO community <p>Strategic Policy and Planning</p> <ul style="list-style-type: none"> • Following the mandate of the Clerk of the Privy Council to establish 2 new Deputy Minister committees co-chaired by the Secretary. The DM committee on Enterprise Priorities & Planning (DM CEPP) which will focus on an integrated approach to IT strategies across the enterprise and the DM committee on Core Services which will focus on the transformation of core services. <p>Cyber Security</p> <ul style="list-style-type: none"> • In support of automated policy compliance, TBS launched its first iteration of a dashboard to track compliance for the HTTPS ITPIN. TBS, in collaboration with CCCS, is evolving this dashboard to include tracking of DMARC which is a new requirement to enhance email security. • Guidance on Event Logging and Patch Management will be published on Canada.ca. This guidance seeks to support departments in conducting proactive IT Security monitoring within their areas of responsibilities. <p>Digital Enablement</p> <ul style="list-style-type: none"> • Continue advancing the Digital Government Vision through a OneGC Platform Strategy that aims to advance service delivery and digital infrastructure based common outcomes for the enterprise such as: 	<p>Robert Trottier Robert.Trottier@tbs-sct.gc.ca</p> <p>Jennifer Schofield Jennifer.Schofield@tbs-sct.gc.ca</p> <p>Michael Taylor Michael.Taylor@tbs-sct.gc.ca</p> <p>Po Tea-Duncan Po.Tea-Duncan@tbs-sct.gc.ca</p>
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- increasing the availability of end-to-end digital services,
 - implementing a "tell us once" approach for a seamless experience,
 - on-demand access through any device, platform or any partner; and
 - a modernized, integrated service infrastructure using open standards and formats.
 - Delivering the OneGC platform, a self-serve single window for GC services. Planning to finalize the process to procure a cloud-based client hub to test, develop and configure a central hub or uniform view, integrating the OneGC common solutions (i.e. Sign In Canada, Canada.ca, notify and forms) as well as government services and start onboarding departments to a production environment.
 - Advancing service modernization and integration through the Canadian Digital Exchange Platform (CDXP), which enables the secure exchange of data in real-time, and streamlining the delivery of GC services while providing increased transparency. Next steps include securing funding to scale infrastructure, onboard departments, build GC capacity for API development and certify the solution for Protected B data, while also operating existing interoperability solutions to ensure a smooth transition.
- Talent Mobility**
- The [Talent Cloud](#) team that built [GC Talent Reserve](#) is partnering with the Office of the Chief Human Resources Officer to develop an MVP skills matching and mobility tool to allocate human resources during a crisis. The following step under this partnership will be to iterate to a broader platform that meets the needs of the Government of Canada related to talent mobility and skill matching.
- Digital Change**
- Supporting the adoption of the Government of Canada's Digital Standards across the federal public service through engaging with public servants to clarify their challenges and barriers with implementing the Digital Standards in their work, and collaborating with them to co-create solutions and tools to support that adoption. This would include tools and solutions to support self-conducted assessments and peer assessments of digital projects against the Digital Standards.
 - TBS will work with other Government of Canada departments on the Greening Government IT Working Group to produce a list of recommendations and best practices to be presented to the Chief Information Strategic Council in September.
 - OECD E-leaders annual meeting is scheduled to take place, virtually in October 2020.

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	<p>Talent Management and Development</p> <ul style="list-style-type: none"> Continue to leverage enterprise data on executives and emerging talent to identify potential candidates for succession planning and career mobility opportunities, based on several factors such as Talent Map placement, performance management ratings, and potential and readiness for movement. Work is ongoing in partnership with the Canada School of Public Service Digital Academy and others (e.g., uOttawa CIO Institute) to try and ensure a Competency-Based Learning (CBL) lens is applied in learning and development initiatives and materials, and in the development of a digital career pathway and framework. <p>Digital Nations</p> <ul style="list-style-type: none"> TBS will work with Global Affairs Canada on protocol and logistics of the Digital Nations (DN) Ministerial Summit. TBS is also partnering with the organizers of FWD50 to run a full day of DN programming on the margins of FWD50. Funding models for the DN Secretariat are currently being reviewed by the DN member countries. A DN Secretariat proposal will be presented at the Ministerial Summit. <p>Gender and Technology</p> <ul style="list-style-type: none"> Complete sessions of the Dr. Roberta Bondar Career Development Program for Women in Science and Technology for the 2019-2020 Cohort. Launch the 2020-2021 Dr. Roberta Bondar Career Development Program for Women in Science and Technology. Designate private/public sector champions for the 2020-2021 Dr. Roberta Bondar Career Development Program for Women in Science and Technology. Create a gender and technology plan that reflects the needs of equity seeking groups and gender diverse people. Work towards reducing bias in the CS community with a focus on the executive cadre and in hiring practices. Establish a benchmark and workforce goal for gender and other EE groups in the CS community. Exploratory listening exercise with the gender fluid/queer/non-binary/Two-Spirit community Work with the DN community to establish an international intergovernmental internship program. 	<p>Anna Wong anna.wong@tbs-sct.gc.ca</p> <p>Mark Levene mark.levene@tbs-sct.gc.ca</p> <p>Jillian Leblanc jillian.leblanc@tbs-sct.gc.ca</p>
<p>3. Issues and Needs: Briefly describe any issues you would like to share with the Council and what assistance you might be seeking from PSC/IOC.</p>	<p>Digital Policy</p> <ul style="list-style-type: none"> For the Treasury Board Policy on Service and Digital, exchanging best practices and use cases for: client centric design and delivery, how are different jurisdictions integrating core IT, IM & Data and Service functions by way of Officials' roles and responsibilities, integrated governance, planning & reporting, innovation and experimentation. 	<p>Robert Trotter Robert.Trotter@tbs-sct.gc.ca</p>

	<p>Digital Enablement</p> <ul style="list-style-type: none"> TBS is looking to learn from the experience and real-life examples of challenges and successes other provinces, territories, and municipalities in relation to: <ul style="list-style-type: none"> Single online government service portal creation Implementing a “tell us once” approach Modern interoperability projects as part of the Digital Exchange Community of Practice such as data exchange, APIs etc. <p>Publishing technical standards, frameworks or guidelines related to disruptive or emerging technologies (ex. blockchain, mobile payments, digital wallets and verifiable credentials, digital assistants, etc.)</p> <p>Enterprise Strategic Planning</p> <ul style="list-style-type: none"> ESP will continue to focus on the delivery of the cloud-based Enterprise Portfolio Management solution. This will enable a data-driven enterprise by Painting a clear picture of IT demand and supply across GC to ensure projects with the highest impact to Canadians are prioritized for execution Providing early insight into the health and risk of information technology systems that support operations and service delivery, including core and at-risk systems. Upcoming milestones: <ul style="list-style-type: none"> MVP for GC IT planning (Fall 2020) Dashboard for aging and IT systems that require attention along a view of GC services at-risk and planned IT investments to mitigate/address the risks (April 2021) <p>Digital Change</p> <ul style="list-style-type: none"> Seeking information on implementing Digital Standards assessments in other jurisdictions. We have already contacted Ontario but would welcome feedback and advice from other jurisdictions as well. <p>Talent Management and Development</p> <ul style="list-style-type: none"> TBS would like to share challenges and issues and obtain best practices in recruiting and retaining specific, in-demand or niche work streams and functions (e.g. Cybersecurity, Enterprise Architecture, Artificial Intelligence (AI), and Product Management). TBS is interested in learning what are other jurisdictions doing in terms of Digital Talent Development. For instance, what Competency Models and career pathways exist and how they are being leveraged – for learning and development initially, followed by recruiting and performance management 	<p>Teresa D’Andrea Teresa.DAndrea@tbs-sct.gc.ca</p> <p>Natalie McGee Natalie.McGee@tbs-sct.gc.ca</p> <p>Denis Skinner denis.skinner@tbs-sct.gc.ca</p> <p>Anna Wong anna.wong@tbs-sct.gc.ca</p>
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4. **Topics of Interest:**

Please **identify topics of interest** to your jurisdiction for future PSCIOC meetings /teleconferences.

Open Government

- Maintaining and mainstreaming open government at all levels of Government.
- TBS will continue to partner with Natural Resources Canada's Federal Geospatial Platform to work with more Provinces and territories in the coming months to federate geospatial data (FGP) and non-geospatial data (Open Government) to make them discoverable at the federal level. We appreciate the continued collaboration with the provinces and territories.
- Continuing to share lessons for adapting to digital service delivery as a result of Covid 19.

Digital Policy

- Describe failed and successful use cases around client centric design and delivery. What were the key fail/success factors? Describe how different jurisdictions modified the way they delivered services during the pandemic? What were the underlying factors that enabled successful service delivery?

Digital Enablement

- See interests related to information sharing needs that are outlined above.

Talent Management and Development

- TBS is interested in exploring the use of data analytics for recruitment, talent management and other purposes.

Digital Change

- TBS will continue to explore Greening of Government IT

Gender and Technology

- We are always looking for presenters from other jurisdictions for the Gender and Technology Working group and the SSC Women in STEM Meetup (BC Gov has presented here before).
- We will commence recruitment for the 2020-2021 Dr. Roberta Bondar Career Development Program for Women in Science and Technology in late fall and would appreciate your support for those efforts.

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