

PSSDC Information-Sharing Template – September 2020

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

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Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.

Jurisdiction: ALBERTA		Contact
<p>1. Priorities & Accomplishments:</p> <ul style="list-style-type: none"> Briefly describe what your jurisdiction sees as its top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities. Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months. 	<p>MyAlberta Enterprise Solutions</p> <ul style="list-style-type: none"> MyAlberta Digital ID (account.alberta.ca) provides a secure way to access online government services. <ul style="list-style-type: none"> 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. <ul style="list-style-type: none"> 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. 	<p>Jackie Stankey Director, Strategic Engagement Service Alberta jackie.stankey@gov.ab.ca 780-415-0485</p> <p>Chantal Ritcey Director, Alberta Digital Service Service Alberta chantal.ritcey@gov.ab.ca 780-644-7925</p>

- **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 GoA 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.

Service to Citizens: Online Birth Registry (OBR)

- **Accomplishments:** The Government of Alberta launched an online birth registry, including 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.

Service to Citizens: Death Notification

- **Priorities:** The Death Notification Initiative is a cross-jurisdictional project led by Service Ontario and Service Canada to, first, better understand the death registration and notification process across Canada, and then to work with specific jurisdictions who require financial assistance to improve the timeliness of death notification in their province and territory. The ultimate goal of this working committee is to improve both program integrity and the service experience for citizens.

Service to Business: 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.

Service to Business: 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.

Service to Business: Business Corporations Act (BCA)

- **Priorities:** The Government of Alberta has commenced a review of the Alberta Business Corporations Act (BCA).
- The BCA sets out the legislative requirements and mechanisms for for-profit business to incorporate a corporation, register records, change a corporate name, file annual returns, and list directors and shareholders of a company.
- The purpose of the BCA review is to reduce red tape and to keep pace with modernizations commonplace in other jurisdictions and to remain a competitive option to attract corporations.

Service to Citizens and Business: Red Tape Reduction

- **Accomplishments:** The *Red Tape Reduction Implementation Act*, 2020, was recently passed and clears the way for businesses to operate more efficiently and freely to prepare for the reopening of the economy.
- Highlights of the bill include:
 - Making it easier and more affordable for non-profits to operate in Alberta.
 - Improving the efficiency of changes to surface rights agreements.
 - Reducing trade barriers for grazing leases.
 - Eliminating unnecessary delays in the oils sands approval process.
 - Providing more effective and timely online access to statistical government information and reports.
- **Priorities:**
 - Engagement through industry panels to help identify unnecessary red tape in key sectors of Alberta's economy.
 - The panels currently meeting include Oil & Gas; Small Business; Tourism & Hospitality; Forestry; Agriculture, Food and Bio-Industrial; Chemical Manufacturing; Non-Profit; and Construction.

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, the social sector of the GoA 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

	<p>makes consultation more transparent and timely, reducing delays and overhead for all stakeholders.</p> <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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> 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 <ul style="list-style-type: none"> Work is underway to establish a learning and training repository, including a compilation of online training resources and categorization of skills by job roles. 	
<p>2. <u>Showcase Opportunity:</u></p> <ul style="list-style-type: none"> List any significant deliverable(s), resource(s) or application(s) that you would like to present as a showcase item at an upcoming meeting or teleconference. Please provide a brief description of the item(s) to profile, time required and any other relevant information. 	<ul style="list-style-type: none"> Alberta could showcase the Online Extra-provincial Registration System and/or the Online Birth Registry. Either would like approximately 10-15 minutes Alberta could showcase the Alberta Drone (Remotely Piloted Aircraft Systems) Program 	
<p>3. <u>Issues / Needs:</u></p> <ul style="list-style-type: none"> Briefly describe any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance (e.g. pilot). If available, provide details on problem statement, project scope 		



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