

PSSDC Information-Sharing Template – September 2020

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

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

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

Jurisdiction:	Contact
<p>1. <u>Priorities & Accomplishments:</u></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>1. COVID-19 Response and Recovery Planning</p> <p>Continue to provide service delivery through in-person, contact centre and online channels during COVID-10, while addressing backlog of volumes due to deferred transactions.</p> <p><u>Steps to Address Priority:</u></p> <ul style="list-style-type: none"> Planning for resumption of full health card and driver & vehicle services, especially deferred transactions, with a focus on supporting customers online. Moving to an appointment economy for in-person transactions to ensure health and safety of staff and customers while maintaining or enhancing the customer experience. Assessing end-to-end back-office policies, processes and technologies to identify efficiencies for improved service fulfillment with increased customer demand through recovery planning. Building resilience and flexibility for in-person service delivery by reviewing private network compensation model. Continuing to demonstrate leadership as an employer by having much of the public service continue to work remotely. <p><u>Service Delivery Accomplishments:</u></p> <ul style="list-style-type: none"> Ensured the health and safety of the public service's essential workforce through changes to back office and retail infrastructure to accommodate physical distancing, optimizing the supply and use of PPE, and additional health, safety and security measures recommended by the Canadian Centre for Occupational Health and Safety. In-person network remained open to serve the public while observing safety and physical distancing protocols. Provided short-term support to private service network to avoid service gaps and resume regular hours. Contact centre successfully switched rapidly to remote work while handling increased call volumes and taking on additional COVID19-related hotlines. Having previously transitioned the public service to MSOffice 365, Ontario was able to rapidly deploy remote work for all public servants who could operationally work from home. Ontario launched Ontario Together, a portal that identifies the province's supply challenges as a result of COVID-19 and solicits ideas and advice from Ontario's business and manufacturing communities on how the government can work together to meet the need. <p>Dawn Foster, Director (A), Digital Adoption Branch, ServiceOntario, Ministry of Government and Consumer Services Dawn.Foster@ontario.ca</p>

2. Digital Service Delivery (Top 10 Transactions)

Meet user needs by ensuring most Ontarian's are able to complete ServiceOntario's highest volume transactions including driver, vehicle and health address changes, driver's licence and health card renewals, driver's records, licence plate sticker renewals and vehicle registration and ownership transfers through the online channel. The goal is to reach 65% uptake by 2023/24.

ServiceOntario's Top 10 Transactions make up over 22 million transactions annually. Today, approximately 3.9 million (about 18%) are currently completed online. Moving new transactions online, as well as increasing uptake of existing online transactions, significantly reduces the cost per transaction of key services for the people and the government of Ontario.

Steps to Address Priority:

- This work is being done through the lens of Ontario's Digital First Strategy including transforming the underlying program rules, as well as the operations of digital service delivery and development.
- As a result of the COVID-19 emergency ServiceOntario is focused on developing digital services that alleviate the burden on the in-person channel, increasing eligibility for existing services, increase uptake of available digital services and increase the services that can be done online.
- ServiceOntario is working with partners at the Ontario Digital Service, and the ministries of Health and Transportation to reprioritize the Top 10 digital initiatives that accomplish these goals.

Service Delivery Accomplishments:

- In 2019, over 500,000 transactions were moved online.

3. Identity Management – Digital Identity

Continue to move forward on digital identity as an enabler of digital service delivery.

Steps to Address Priority:

- Development of the Digital Identity Gateway Minimal Viable Product in partnership with Ministry of Health, Ministry of Transportation and Ministry of Government and Consumer Services to support remote identity data validation using government issued documents (Driver License, Ontario Photo Card and Health Card) in support of the Patient IAA Project.
- Alignment on technology roadmap and investment plan, identifying opportunities for Digital Identity across government.
- Development of a policy framework and business case for Digital Identity Program in partnership with key ministries and stakeholders.
- Proofs of Concepts (POCs) and Pilot initiatives: Ontario will continue to engage Ministry partners across the OPS to collaborate on potential POC and Pilot project opportunities;

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	<p>currently exploring remote identity proofing for Social Assistance applicants needing support post CERB. Targeted to launch in Fall 2020.</p> <ul style="list-style-type: none"> Pan-Canadian Trust Framework: Ontario will continue to work closely with Federal-Provincial/Territorial (F-P/T) Tables to advance the Identity Management priority and development of the Pan Canadian Trust Framework (PCTF) which will inform Ontario's policy approach to enable a digital identity program in the province. <p><u>Service Delivery Accomplishments:</u></p> <ul style="list-style-type: none"> Completed proof-of-concept exploring an API-based secure connection of a third-party network provider to Ontario's Digital Identity Gateway to demonstrate identity validation using driver's licence data. 	
<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. 	<p>Showcase Opportunity: New Procedures for Filing Business Registration Documents</p> <p>On May 12, 2020, Ontario passed legislation called the Alternative Filing Methods for Business Act, 2020 as well as a series of amendments to the business law statutes (Business Corporations Act, Business Names Act, Co-operative Corporations Act, Corporations Information Act, Corporations Act, Extra-Provincial Corporations Act, and Limited Partnerships Act) to support businesses during the COVID-19 outbreak.</p> <ul style="list-style-type: none"> These temporary alternative filing methods and requirements are for documents that are typically submitted by mail or in-person. Now, businesses can submit these documents by email or fax. As of August 14, close to 1,600 transactions have been filed using email and fax channels. Amendments were well received by business stakeholders as they are intended to help meet physical distancing measures and reduce the number of touchpoints needed to file documentation. Updates to service channels and methods available for filing business registration documents include that copies of documents can be submitted to the ministry electronically and that documents can be signed with an electronic signature. 	<p>Violeta Quintanilla-Webb, Director, Regulatory Services Branch, ServiceOntario, Ministry of Government and Consumer Services Violeta.Quintanilla-Webb@ontario.ca</p>
<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 and targeted outcomes/deliverables. 	<ul style="list-style-type: none"> Ontario would value continued FPT information sharing on COVID-19 response and recovery. Ontario is in the process of designing the Digital Identity Program and welcomes collaboration the following deliverables over the next three months: <ul style="list-style-type: none"> Policy Framework Benefits Realization (i.e. efficiency, monetization opportunities) Governance Model Public-Private Collaboration Model 	<p>Robert Devries, Assistant Deputy Minister, Platforms, Ontario Digital Service, as Identity Management Subcommittee Co-Chair and Ontario's Jurisdictional Executive lead on Digital Identity. Robert.Devries@ontario.ca</p>