



Joint Councils Executive Report on Trends this Month

This month's trends include great articles on policy making, technology trends, and digital identification.

Key insights - Policy Making



OECD - A new OECD paper breaks down the policy problems posed by digital transformation and offers a checklist for policymakers coming to grips with it. "Overwhelmingly, current policies are predicated on tangible products and assets, on fixed geographic boundaries and locations, on transaction costs that limit the scale and scope of interactions and offerings, and on supply and demand conditions that reflect scarcity," argues the OECD paper. The report breaks down this shift into seven "vectors" changing the way society and the economy work, and considers the policy implications for each. [Read more here.](#)

UNITED STATES - The nation's governors are laying out policy priorities for the coming year. Many are focused on technology-driven economic and workforce development as paths to prosperity. In easily the most often discussed tech-related priority, about half of governors got specific about the importance of continuing to work on extending the benefits of high-speed Internet to every corner of their state. Colorado Gov. Jared Polis offered a familiar sentiment on connectivity: "In the 21st-century economy, broadband is critical infrastructure that everyone

must have access to". Government Technology [reviewed each new governor's speech and rated it from 1 to 5](#) based on the strength of its technology initiatives.

Key insights – Technology Trends



AUSTRALIA - A recent report explores how the technology landscape will evolve this year and identifies [four key areas for companies to focus on as they strive to achieve digital outcomes:](#)

- 1) Easier access will accelerate adoption of game-changing technologies,
- 2) Identity will emerge as the killer app for blockchain,
- 3) Companies will learn how to extract value from data while respecting privacy,
- 4) IoT will change our lives for the better.

SINGAPORE - Singapore has many technological achievements to boast about and AI is one of them. [A recent article](#) lists down the top AI initiatives undertaken by Singapore government including its AI Apprenticeship Programme, AI For Everyone and the 100 Experiments Program.

Other Noteworthy Articles: [Future tech forecast: AI, a new global order and the importance of planning.](#) CIO Dive.

Key insights – Digital Identification in Government



CANADA - "Digital Plastic is outdated, and passwords are a hassle. The way forward is biometrics and a decentralized network that links our core identity documents."

A federated model works by creating linkages between federal and provincial identity management systems. Right now, identity is spread across multiple isolated regimes. [Read more about a federated model of digital ID in Canada](#), the importance of the digital network being connected yet decentralized, the role of the private sector and the importance of legislation.

AUSTRALIA - While digital identification technology is still in its infancy, there are already key features emerging that make for a good identity management platform. So, what should governments and businesses look for in this technology? [An article by CEO Magazine](#) argues that the best identity management platforms will be sure to deliver four key components:

- 1) Identity assurance,
- 2) Access assurance,
- 3) Identity federation, and
- 4) Identity governance.

Other Noteworthy Articles: [Nearly one billion people have no form of legal ID. Going digital could change that.](#) CNN Business

Other Noteworthy Articles this month:

[The public service's digital literacy problem](#), Policy Options

[A warning for cities: Become citizen-centric or fail](#), Smart Cities Dive

[Want loyal customers? Use social theory to design IT services](#), IT Web

[Lessons from Estonia on digital government](#), Policy Options

[AI Futures Policy Labs: A series of workshops for emerging policymakers](#), Brookfield Institute

Research Repository - Recently Added!

Conversational AI for Better Customer Experiences, CRM Media

Measuring CX with Voice of the Customer and Journey Analytics, NICE nexidia

Access the Research Repository [here](#).

This Month's Feature: A look at OrgBook BC

This month the ICCS Secretariat explores the potential of British Columbia's *OrgBook BC* service and the opportunity that it presents for jurisdictions across Canada and around the world.



What is OrgBook BC: [OrgBook BC](#) is a searchable directory of public, verifiable data issued by the Corporate Registry about businesses in British Columbia. It provides a digital confirmation through a trusted source (the Government of British Columbia) that the business is legitimate. As more issuers of government permits and licences onboard to OrgBook BC, the opportunity to create a network of verifiable digital credentials can be realized. It is also the first step in the creation of a "digital wallet" for businesses.

"British Columbians can now use OrgBook BC to search information from BC Registry Services to

verify that a business is legally incorporated and in good standing. As the service grows, people will be able to do a quick online search to learn more about the companies they do business with, from restaurants to investment brokerages.”¹



Key elements of OrgBook BC:

- ✦ This new service uses cutting-edge blockchain-based technology, which provides the foundation to help BC move to a digital economy
- ✦ Introduces digital trust into the economy through digital identity for business
- ✦ Helps businesses by creating a digital identify for every company in BC
- ✦ This service also provides other issuers of permits and licences a transparent way to prove that a company is legally registered to do business in BC and that this status has not been changed.
- ✦ This service provides an opportunity for other issuers of permits and licences to onboard. OrgBook BC is designed to kickstart the adoption process by providing a public repository of business registration, and other issuers of permits and licences
- ✦ The creation of Orgbook BC provides a way to bring digital trust into the marketplace
- ✦ The ultimate goal is to allow the business to hold its own digital wallet of credentials which the organization can use to further provide as credentials as needed.



How is this different from other applications used to look up organizational information:

At the moment, the lookup function doesn't appear to be very different from other locations where people can look up this information. The difference is that this is just the first piece of authentic, verifiable data that OrgBook intends to store. As other services for business issuers and verifiers adopt this service, companies can begin to carry any certificates related to their business in a “digital wallet”. This might include licenses, permits, registration numbers from other jurisdictions, tax submissions and more.

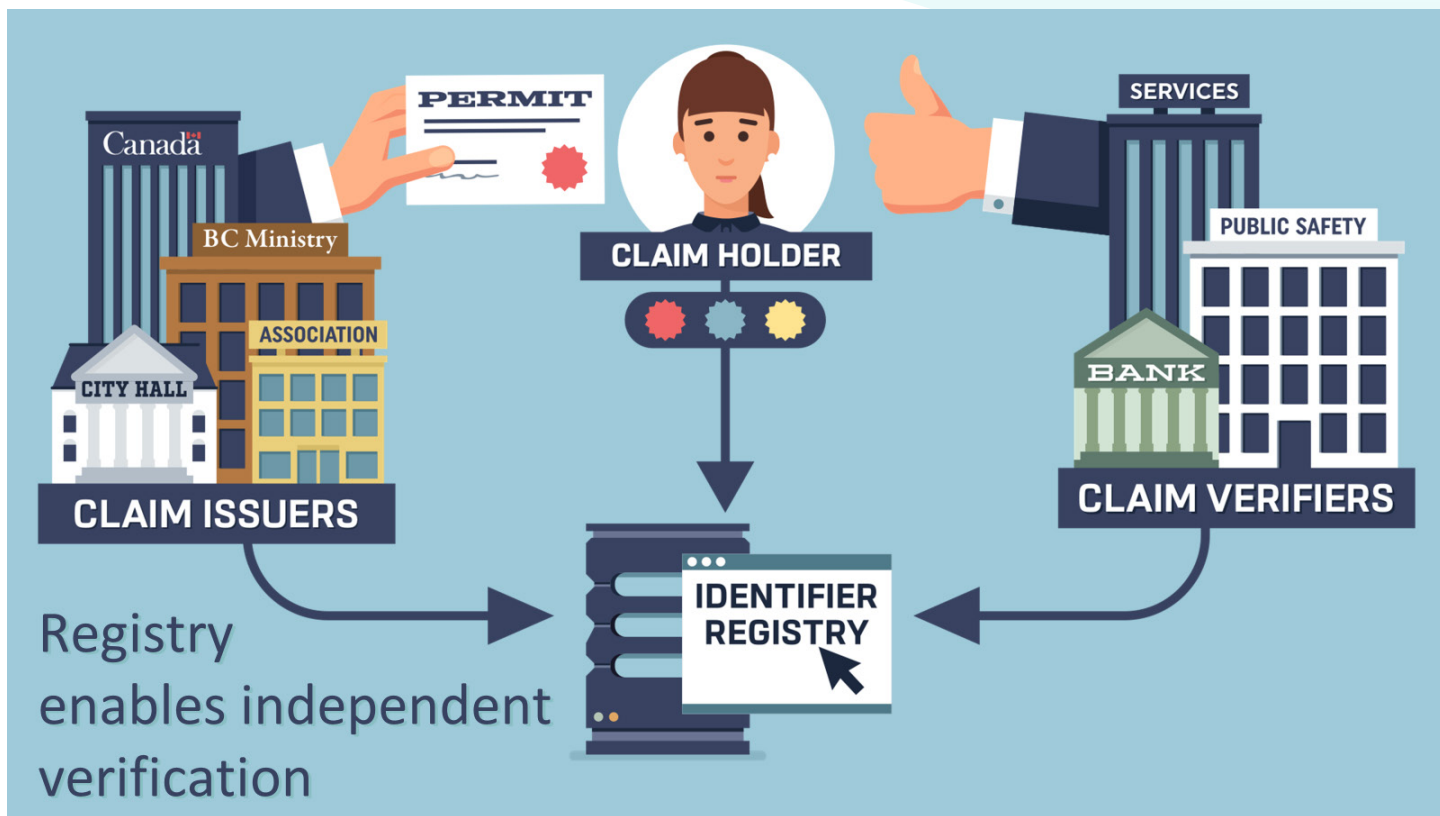


What is the problem that a functional digital identity solves:

Currently, people and businesses prove their identity through login processes involving usernames and passwords (now evolving into 2-step verification) which replicates old school paper processes and results in cumbersome and frustrating experiences for individuals who then need to manage ever-increasingly complex access.

The information currently stored in OrgBook is public organization-based data, so no password is required. In the future companies will have the choice to have their own “digital wallet” and will be able to offer proof they hold credentials issued to them. This puts businesses in control of the data that they want to share. Since verifiers will be able to prove and verify a business, there won't be a need for additional passwords and authentication.

¹ <https://news.gov.bc.ca/releases/2019CITZ0002-000062>



How will this be beneficial in the future:

A digital wallet will save the company time and lead to fewer errors in documentation because issuers of credentials (like a permit or licence) get all the information that they need from authentic, verifiable sources instead of what has been copied over manually onto a form. It also saves issuers time; and because all of the information is digital, when there is a change in information, such as the status of the company, this information can be published immediately, so that anyone that needs to know the change in status is immediately notified. For the owner, it means less paperwork and less hassle, because when one thing changes, notifications of those changes can be automatic. That means the business can concentrate on core business and not paperwork. This is good for the business and good for the economy.



How does the network effect add value for businesses and governments everywhere:

The more organizations that participate, the greater value of the OrgBook and the digital wallet has for both the company and for other verifiers and issuers who need to be able to ask for authentic, verifiable data that is held in the digital wallet.

What if ...

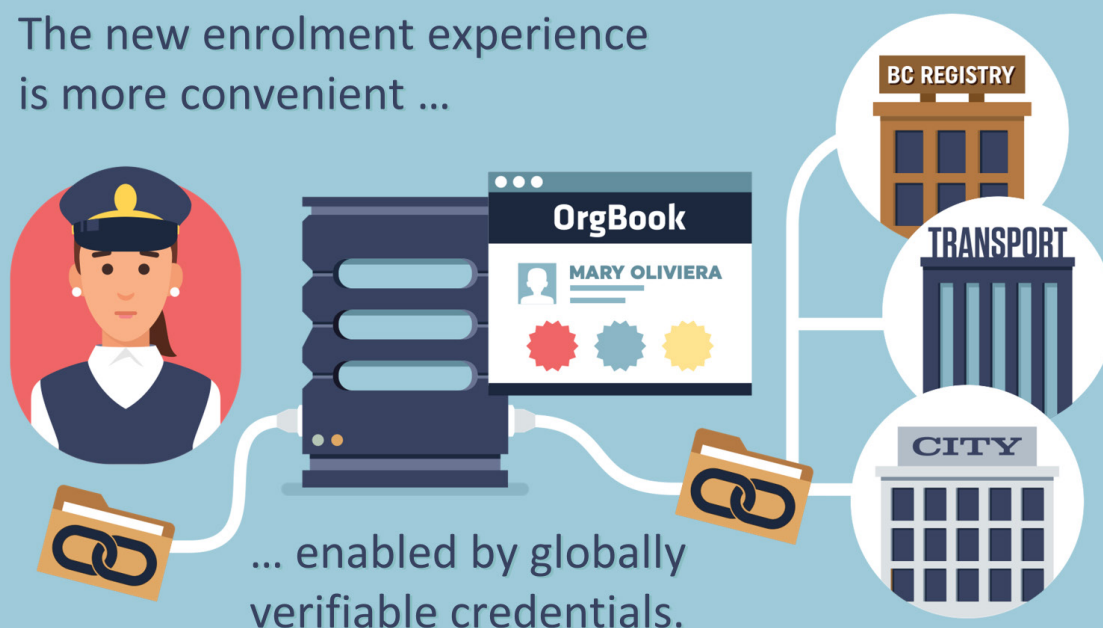
What if ... businesses could offer verifiable proofs about their qualifications when transacting online?



What if ...

As a community, we could build on this concept so that in future, new companies could register themselves and acquire all of their licenses and permits across jurisdictions in one place quickly and easily? What if jurisdictions took the guesswork out of the process by using artificial intelligence to guide the user through the process by identifying what they needed for them?

The new enrolment experience is more convenient ...



Quick facts about OrgBook BC:

- ✦ Over 525,000 legal entities are included in the BC Registry Services database and are now available to view on OrgBook BC.
- ✦ BC Registry Services is the first public sector organization to begin using OrgBook BC. As more agencies join the service, its function will expand.
- ✦ OrgBook BC was designed in collaboration with the governments of Ontario and Canada to make it easier for governments to securely process business permits and licences.



How difficult is it to become a participating issuer and verifier: It is easy. OrgBook has been set up using open source technology and can be connected to other datasets through an API in a matter of hours.



How can your jurisdiction find out more and participate:

Contact:

- Carol Prest, Registrar and Executive Director at carol.prest@gov.bc.ca, or
- John Jordan, Executive Director, Emerging Digital Strategies at john.jordan@gov.bc.ca

We would love to hear from you!

Send your questions to Info@iccs-isac.org.