



## Joint Councils Executive Report on Trends this Month

**Blockchain and Digital Government were key topics of discussion this month.**

### Key Insights – Blockchain:

Estonia is pioneering the use of blockchain for securing citizen information. They already have systems in place and more under development to leverage blockchain in many aspects of everyday life. For more information, click [here](#).

Read about the way blockchain could bring greater transparency and accountability to refugee and migration programs [here](#).

According to a [recent report](#) published by CB Insights, there are currently at least 36 industries that are likely to benefit from the use of Blockchain technology, ranging from voting procedures and critical infrastructure security to education and healthcare.

#### Other Noteworthy Articles this month:

[What we need to do to support end-to-end services across government](#), GOV.UK

[Province announces vision for the future of Manitoba's public service](#), GOV.MB

[Plan d'action en économie numérique - Startup Québec : des investissements de plus de 15 M\\$ pour la réalisation de dix nouveaux projets](#), Newswire

### Key Insights – Digital Government:

Canada recently signed a charter to join the Digital Seven, an international forum of countries partnering to strengthen their digital economies. The forum was created in 2014 and was called the Digital Five, but became Digital Seven with the recent additions of Canada and Uruguay. The President of the Treasury Board of Canada [Scott Brison stated that](#) "Digital government has everything to do with enabling, empowering, and serving people better. At a time when democratic governments around the world are facing challenges of legitimacy, digital provides new opportunities to make government relevant in the lives of citizens."

The Government of Canada has hired the former head of the U.S. government's digital services agency to head Canadian Digital Services, the federal in-house swat team created to help improve services to citizens. Read more [here](#).

[According to the Managing Partner](#) at [Agilisys](#) (UK Digital Technology provider), the seven digital government trends to look out for in 2018 are the following: 1) Optimizing existing digital investments, 2) Digital Identities, 3) Robotics, Bots and AI, 4) Creative Use of Data, 5) Internet of Things, 6) Digital Marketing, and 7) Drones.

#### Other Noteworthy Articles related to Digital Government:

[The Unsung Heroes of Digital Government](#), Nextgov

[Improving digital services can help restore the public's trust in government](#), The Hill

## This Month's Feature: Privacy and Identity Management

### THE RECENT NEWS SURROUNDING FACEBOOK AND THE COLLECTION AND EXPLOITATION OF USERS' DATA BY CAMBRIDGE ANALYTICA HAS EVERYONE THINKING ABOUT IDENTITY MANAGEMENT...

The impact of the scandal has seen Canadians' trust in the social media giant plummet. In a March 29th article published by the Globe and Mail, Proof Inc (formerly Environics) identified that [34 per cent of survey respondents rated the brand positively for trust, compared to 51 per cent in last year's survey.](#)

But beyond the public outrage and mistrust generated by these recent events, the bigger questions are: What can be done to give people back control over their identity? What is the role of government in protecting the privacy of individuals?

The answer to how citizens can regain control over their identity appears to be Blockchain. [Blockchain allows digital information to be distributed but not copied.](#) Despite the focus on blockchain as the key to an identity management solution, there continue to be risks, including the following identified on the [Gov.uk](#) blog:

1. The technology is immature
2. There are security issues (for example, lack of Key Management)
3. Blockchain has shown poor performance at scale
4. There is a lack of established standards

Players in both public and private sector organisations are developing blockchain-based solutions to help people manage and protect their digital identities. For example, leading technology company IBM has recently teamed up with [Sovrin](#) to develop a digital identity management solution using Blockchain. Within government, Australia Post issued a [white paper](#) describing a blockchain based identity management solution, which was developed and [launched](#) in 2017. Their case for developing the solution was based on the need to protect the privacy of individuals and an interest in releasing an estimated \$11 billion in economic value through reduced cost to serve, the cost of fraud, and improved consumer experience. As traditional custodians of identity through their 100 point check, Australia Post felt well positioned to move in this direction. Other Governments including the [UK](#), and [New Zealand](#), and, further

afield, countries like [Estonia](#), have also been working on how to tackle identity management in a digital world.

Who people trust to manage their digital identity is still a question to be answered. The question is whether people will want to trust the private sector with their technology know-how or government as a trusted traditional custodian of identity and, in countries like Canada, as a respectable protector of privacy.

Governments are also looking beyond the blockchain solutions to complementary regulation, where the European Union has taken the lead.

In May 2018, the General Data Protection Regulation ([GDPR](#)), will take effect and change the rules of the road for companies that collect, store or process large amounts of user information (see article [here](#)). This law gives European citizens more control over their personal data and seeks to clarify rules and responsibilities for online services with European users. It comes with hefty penalties for companies who do not comply (penalties in the order of 4% of global annual revenues) and impacts all companies interacting with European residents, regardless of where they are located. This bodes well for individuals around the world and can be supported with relevant legislation in other jurisdictions.

Whether jurisdictions in Canada focus on the creation of a digital identity solution or the regulation of how the privacy of Canadians can be protected online, the opportunity is there to protect all Canadians online in the same way that governments in Canada respect and protect the privacy of Canadians in day to day operations. Canadians are waiting to see whether jurisdictions will move to seize this opportunity.

## We would love to hear from you!

Feedback and contributions can be sent to us at [Info@iccs-isac.org](mailto:Info@iccs-isac.org).