CANADA'S DIGITAL BACKBONE

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THE BIG
PICTURE

WHAT IF

Government services were so well integrated into citizen's daily lives… they faded into the background

WHAT IF

Citizens had a view of
which government
programs accessed their
data, when, and why

WHAT IF

Businesses could integrate
their processes with
government to become
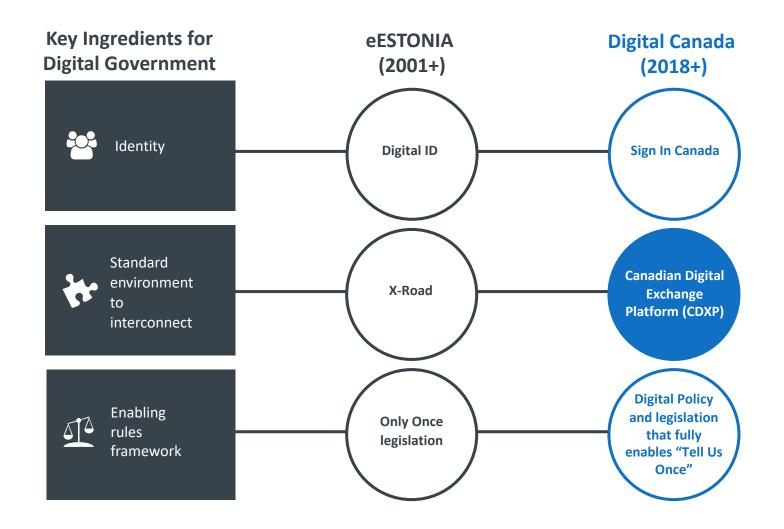even more competitive

THIS ISN'T JUST A DREAM…

Estonia is one of the world's leading digital nations

- 99% of public services are online

- 900 connected organizations

- Few hours to start a business

- Automated taxation

- Digital health and prescriptions

- Once only legislation

- Citizens have the right to see how their data is being used

Only marriage, divorce, and selling your house are not digital (yet)

Source: Vernon VonFinckenstein

THE FOUNDATION OF DIGITAL GOVERNMENT

Key Ingredients for Digital Government	eESTONIA (2001+)	Digital Canada (2018+)
Identity	Digital ID	Sign In Canada
Standard environment to interconnect	X-Road	Canadian Digital Exchange Platform (CDXP)
Enabling rules framework	Only Once legislation	Digital Policy and legislation that fully enables "Tell Us Once"

1. Sign In Canada:
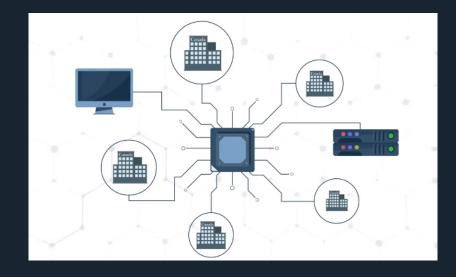## *How people identify*

CURRENT SITUATION:

- Process to access services **not intuitive, convenient, or user-friendly for Canadians**, requiring separate accounts with multiple usernames and passwords

SOLUTION:

- Sign In Canada, enabling **secure access to government services** using a choice of trusted digital identities

- Trusted digital identity is an **electronic equivalent of who you are as a real person**, used exclusively by you, to receive valued services and to carry out transactions with trust and confidence

2. Canadian Data Exchange Platform (CDXP):
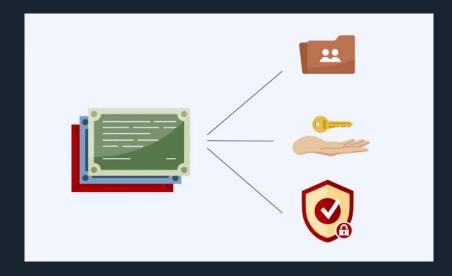## *How we share*

CURRENT SITUATION:
- Numerous **point-to-point connections for data sharing** are messy and unmanageable

SOLUTION:
- CDXP enables **secure, private, real time information sharing** with privacy and security "baked in"

- Allows **systems within and outside of government to connect and function in harmony** to support digital service delivery to citizens and businesses

3. Updated legislation and policy:
Modernizing our rules

CURRENT SITUATION:
- Clients provide the **same information to the government multiple times** when applying for a service or benefit because some departments are **unable to share this information with one another**

SOLUTION:
- The right rules to support **information-sharing and strong data stewardship**, and to ensure privacy protection

- To continue to **safeguard data and privacy** and support trust in the government as a data steward, while enabling the **opportunities offered by a greater reuse of data**, a number of reviews are being conducted

GOVERNMENT
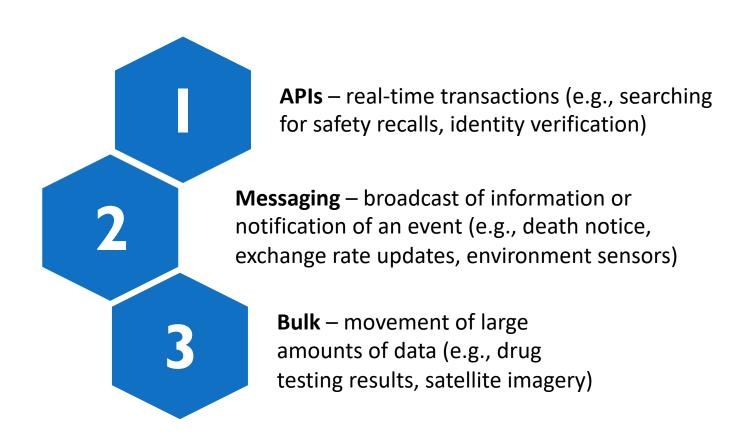AS A PLATFORM

GOVERNMENT AS A PLATFORM (GaaP)

- All information and government functions should be **available as a service**, for example:
  - Filing a tax return
  - Life event notification
  - Identity verification
  - Employment verification
  - Business registration
  - Licensing and permitting

- Services should be available through a variety of **open industry standard technologies and platforms**

- Services should be **secure and ensure privacy** where applicable

- Service Providers make **data and business processes** available to Service Consumers
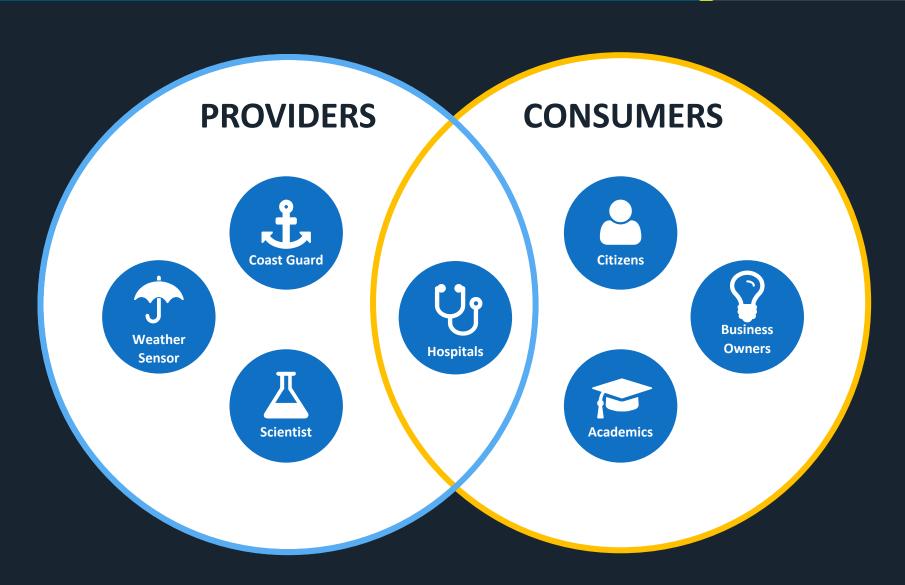
CDXP IS THE BACKBONE OF GaaP

- **Enables secure, private, real time** information sharing
- Allows **systems to connect** and function in harmony to support citizens and businesses

Federal

Provincial

Municipal

CANADIAN DIGITAL EXCHANGE PLATFORM (CDXP)

Individuals

Private Sector

Intn'l Gov NGOs

CDXP DATA EXCHANGE MODELS

1   **APIs** – real-time transactions (e.g., searching for safety recalls, identity verification)

2   **Messaging** – broadcast of information or notification of an event (e.g., death notice, exchange rate updates, environment sensors)

3   **Bulk** – movement of large amounts of data (e.g., drug testing results, satellite imagery)

EXAMPLES OF GaaP

Making government services **more accessible and more convenient** for the citizen

- Automatic requests for **passport renewals** through travel booking systems

- **Travel advisories** integrated with online booking services

- Automatic **registration of drones** through retailers

- Voice-based access to **election information**

EXAMPLES OF GaaP

Allowing multiple government **business processes to be automated** based on life events

- **Birth notification** automatically launching **benefits for the family** at the municipal, provincial/territorial, and federal levels (e.g., Social Insurance Number)

- **Death event triggering updates** for veteran benefits, passport status, and Old Age Security

EXAMPLES OF GaaP

Improving Canada's ability **to share data with international partners**

- **Sharing of drug recalls** issued by the World Health Organization

- Exchanging **import and export clearance data** before the shipment lands

- Real-time sharing of **arrest warrants** across multiple levels of government

Removing the friction of business interactions with the GC

- Food exporters **automatically applying for export certificates** before the product even rolls off the production line

- Real-time submission of **regulatory compliance data** from various regulated sectors such as automotive, pharmaceutical, and resource development (e.g., mining)
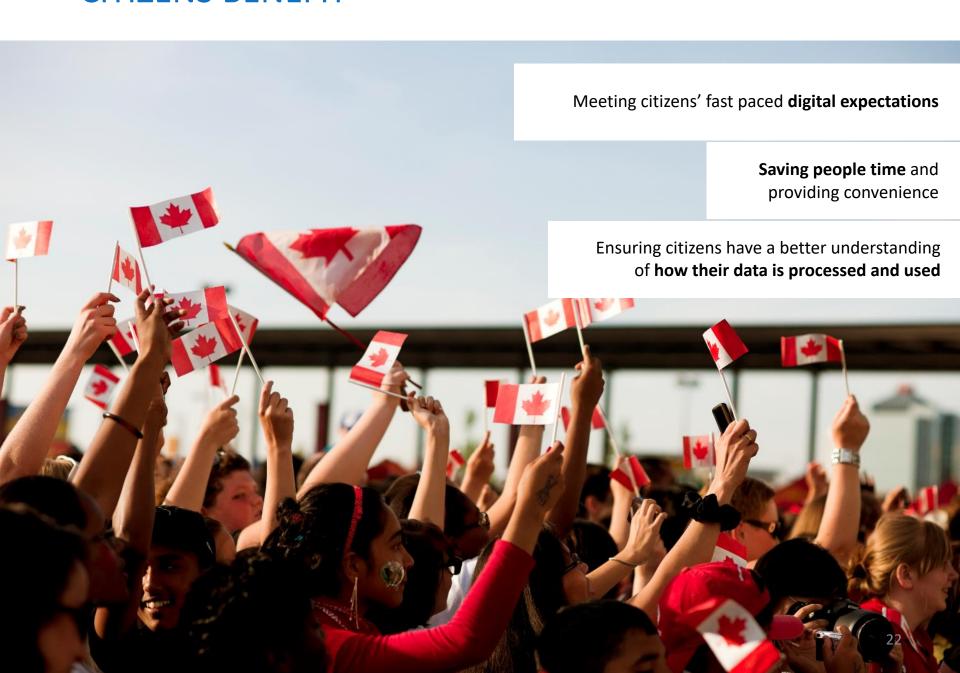
EXAMPLES OF GaaP

Making internal government services **more accessible and more convenient** for employees
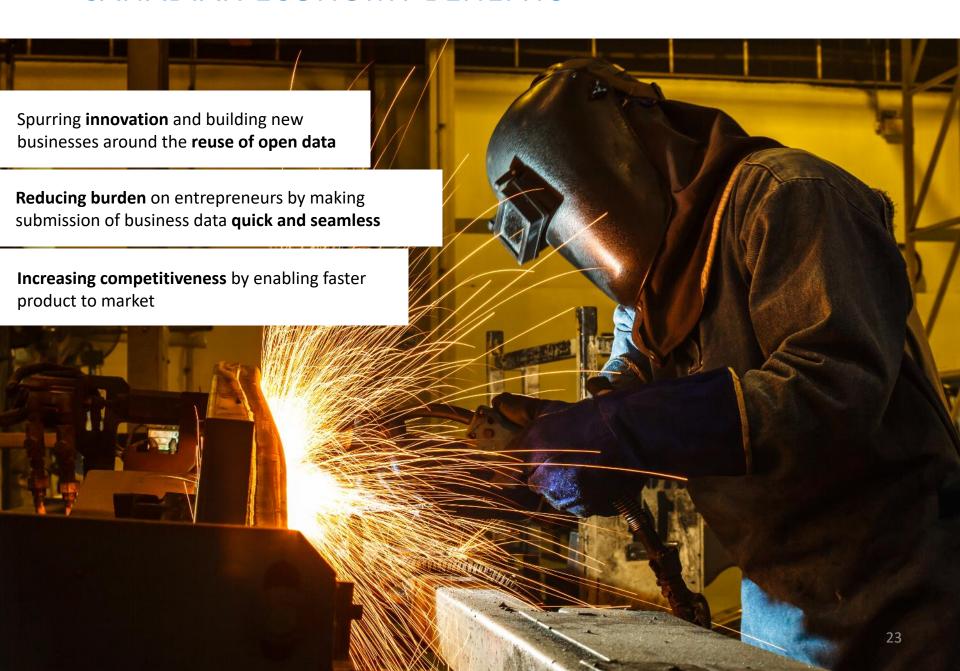
- Making payroll and human resources **information available to employees in real time**

- **Seamless movement of employees** across the GC due to integration between departmental systems

- **Effortless employee onboarding** from initial job posting to fully functioning team member

CITIZENS BENEFIT

Meeting citizens' fast paced **digital expectations**

Saving people time and providing convenience

Ensuring citizens have a better understanding of **how their data is processed and used**
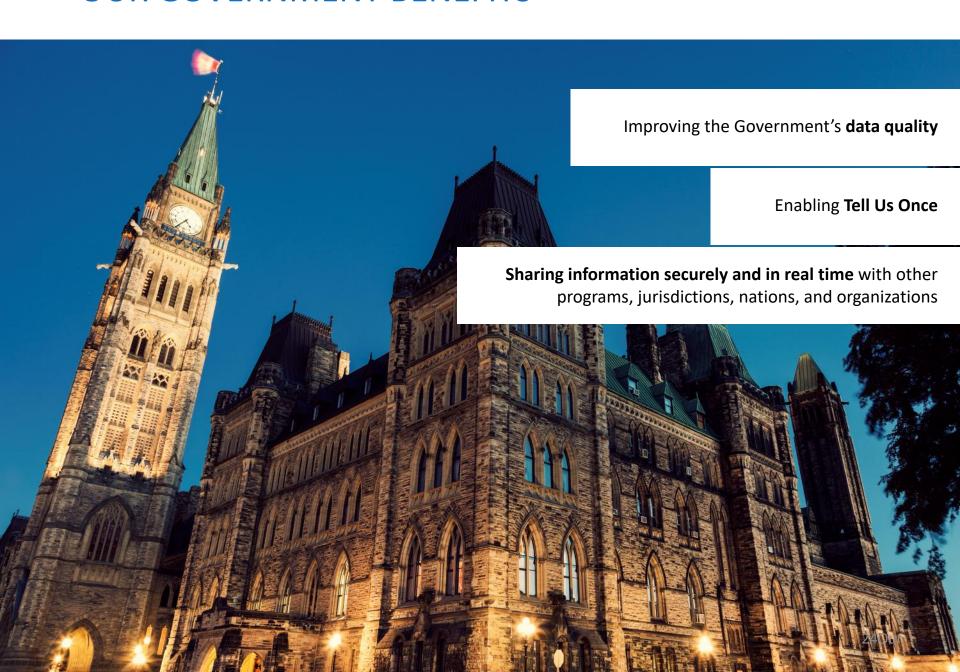
CANADIAN ECONOMY BENEFITS

Spurring **innovation** and building new businesses around the **reuse of open data**

Reducing burden on entrepreneurs by making submission of business data **quick and seamless**

Increasing competitiveness by enabling faster product to market

OUR GOVERNMENT BENEFITS

Improving the Government's **data quality**

Enabling **Tell Us Once**

Sharing information securely and in real time with other programs, jurisdictions, nations, and organizations

INTERNATIONAL COMMUNITY BENEFITS

Plugging Canada into the **international ecosystem**

Sharing information with international partners to better address global issues e.g., **export and trade, intelligence, health**

Securing data exchange with high integrity, confidentiality, and availability to support **public safety**

ASK YOURSELF

What *role will you play*

in writing Canada's digital story?