

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q1 – PA 39

The federal government has come in for some criticism for not having a data governance protocol to accompany its smart cities initiative and development of 5G. How is this government going to weave that into its work so that we are not following recommendations from 2012 for data governance issues and challenges that we know are going to involve Albertans' data and the government of Alberta data?

Response:

The GoA has escalated the importance of data management to align with other key resources, enabling better corporate oversight and resource allocation to ensure the proper governance of data is woven into current and future government initiatives, services, and programs.

Examples of how this is being achieved include:

- further realizing the legislated authority of the Alberta Records Management Committee, establishing it as the corporate oversight committee for content (including data, information, and records) governance;
- launching the IMT Compliance program which will be responsible for conducting regular oversight of department IMT programs to ensure compliance with government-wide IMT policy instruments (e.g., the Records Management Regulation (RMR), Information Security Management Directives (ISMD), IMT Standards, etc.); and
- establishing clear accountability and responsibility for content and application governance through IMT policy instruments.

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q2 – PA 40

In regards to risk assessment controls and risk management protocols, when the timeline changed for its full implementation from 2019 to 2022, did we inform people that the timeline was changing? What was the rationale, and how do we have assurance that this new modified timeline will be achieved for a hundred per cent implementation by 2022? What confidence do we have that the department would be able to achieve the new 2022 timeline?

Response:

Service Alberta's understanding was originally that the focus of the final recommendation review was going to be on the implementation of the information risk management framework, which addresses the recommendations.

The information risk management framework is in place and has been used since February 2017. It uses the Information Security Management Directives (ISMDs) to identify, assess, treat and manage any, and all, information risks involving data collection applications, as well as the repository to collect risk information.

Full ISMD compliance will be achieved by 2022 as a result of:

- Service Alberta IMT centralizing the compliance staff and accountabilities within the SA IMT Policy portfolio, bringing operational efficiencies such as standardized policies and procedures.
- This will ensure a coordinated, standardized approach to compliance.
- This central administration will encompass ISMDs as well as all other IMT policy instruments.
- Implementation and training for IMT policy instruments (including ISMDs) will be launched in coordination with prioritized compliance requirements and centrally administered to ensure consistency and meeting desired timelines.

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q3 – PA 42

In regard to out-of-province vehicle inspections being valid for only two weeks: What is the effect that having to re-register or re-inspect a vehicle every two weeks had on either your budget or the cost to Albertans and if that is something that you see as an area for improvement?

Response:

Alberta Transportation is the ministry that administers the Vehicle Inspection Program. This question would be more appropriately responded to by Alberta Transportation.

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q4 – PA 43

In regard to broadband internet service access: will Service Alberta undertake to provide the Committee with their analysis of demand and of timelines to satisfy that piece of the Annual Report?

Response:

In May 2018, a third party consultancy, Taylor Warwick Consulting, completed an independent analysis of the advertised residential broadband speeds available to communities across the province.

Although this work was not commissioned by the Government of Alberta, the information was shared with Service Alberta and used to determine the current state of broadband connectivity in the province. The communities in the study covered cities, towns, villages, summer villages, hamlets, First Nation, and Metis Settlements, whether incorporated or not. Counties, municipal districts, and special areas were also counted. As cities that already meet the CRTC speed objectives of 50 Mbps download and 10 Mbps upload, Edmonton and Calgary were excluded from this study.

The analysis determined that approximately 12.7 percent of communities in Alberta have access to advertised broadband services at speeds that met the CRTC targets of 50 Mbps download and 10 Mbps upload. Utilizing Statics Canada 2016 census information, it was determined that approximately 711,000 Albertans did not have access.

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q5 - PA 44

What does the materiality look like in preparing Service Alberta's financial statements and what does the relationship between that and the Auditor General's materiality look like for doing the audit of those financials? What was the dollar amount or the percentage of your total financials?

Response:

Materiality is determined by the Auditor General and communicated prior to the commencement of the audit. For fiscal year 2018-19, the materiality for Service Alberta was \$45 million, which represented 5.6% of budgeted expenses.

Q6 – PA 46

With respect to broadband internet, has there been any attention drawn to or analysis done to determine what the aggregate annual loss or cost has been by sector of not having high-speed broadband in all corners of the province? What would the advantage be of having it now, economically, versus not having it? What economic cost is there annually?

Response:

Service Alberta has not completed a specific analysis of the economic impacts of not having high-speed broadband in all corners of the province. This analysis would be more appropriately conducted by Economic Development, Trade and Tourism.

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q7 - PA 48

What ministries are using AlbertaID and how?

Response:

In addition to Advanced Education and AHS, the following ministries began leveraging MyAlberta Digital ID in fiscal year 2018-19. The list below shows the 31 services now using MyAlberta Digital ID at the end of fiscal year 2018-19 and the corresponding ministry. Note this list includes Advanced Education and Health.

Alberta Health	MyHealth Records
Service Alberta	Alberta Personal Property Registration Electronic System (APPRES)
Community and Social Services	Service Dogs Information System (SDIS)
Labour and Immigration	Employment Standards Complaint Service (ESCS)
Justice and Solicitor General	Personal Directive Registry (PDR)
Advanced Education	ApplyAlberta
Advanced Education	Apprenticeship Trades and Occupations Management System (ATOMS)
Advanced Education	Campus Alberta Connections and Project Sites
Advanced Education	Data Collection and Reporting (DCaR)
Advanced Education	Learner Pathways Transfer Credit
Advanced Education	Learner Pathway System (LPS) High School Transitions
Advanced Education	MyTradeSecrets Profile
Advanced Education	MyTradeSecrets Application

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Advanced Education	Private Career Colleges (PCC)
Advanced Education	Provider and Program Registry System
Advanced Education	Student Aid Alberta
Advanced Education	Alberta Apprenticeship & Industry Training Encyclopedia
Advanced Education	Discovery SharePoint
Advanced Education	Connects SharePoint
Advanced Education	ApplyAlberta SharePoint
Advanced Education	MyTradeSecrets Employers
Advanced Education	Learner Pathway System Catalog
Environment and Parks	EAS OneStop - Water Act Approvals System (citizen)
Treasury Board and Finance	Tax and Revenue Administration Client Self-Service (TRACS)
Municipal Affairs	Disaster Financial Assistance
Agriculture and Forestry	Alberta Farm Fertilizer Information and Recommendation Manager (AFFIRM)
Labour and Immigration	Targeting, Referral and Feedback System
Alberta Health	Alberta Tomorrow Project
Economic Development and Trade and Tourism	Alberta Investor Tax Credit Portal
Economic Development and Trade and Tourism	Capital Investment Tax Credit Portal
Service Alberta	MyAlberta eServices

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q8 – PA 51

Can you provide the Committee with demographics of complaints you are receiving in regards to consumer protection? Is it older and aging populations? Are there metrics on that?

Response:

Within our current complaints database there is no ability to record these details and thus no metrics with regards to demographic differentiation. So, we are unable to answer how many complaints deal with seniors vs. students, for example, at this time.

The Consumer Affairs Tracking System (CATS) programmers are currently working on a solution. By Spring of 2020, we expect to be able to record complaints where, for example, the complainant is a senior or person whose first language is not English. We intend to include other factors/categories that can be recorded and updated at any stage of the complaint intake/assessment/investigation process. This will allow us the ability to be able to produce statistical data for analysis.

In the meantime, we do report on other statistical trends, such as geographical hot spots. This provides answers to questions like ‘where are these complaints occurring the most?’; ‘what communities are under reporting?’; or, ‘where do these businesses reside and operate from?’, etc.

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q9 – PA 51

There was a significant budget hike from 2018 to 2019, largely in technology services: what are the reasons for this? Are there still further deployment of technology services needed?

Response:

Budget increased from 2018 to 2019 due to the centralization of IMT service delivery and associated budgets from ministries (excluding Health) to Service Alberta. Consolidation and deployment of technology will continue as needed.

Q10 – PA 51

Outstanding Recommendation 6 from the Auditor General, which had to do with the department protecting information assets, was previously indicated as being ready for follow-up. That has now changed however to not ready. What changed to have the department alter this designation to not ready?

Response:

Please refer to the response for question 2.

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q11 – PA 51

With the 13 performance measures, six of them do not have results for the last fiscal year. How will the department assess the achievement of the desired outcomes that were set without having those measures and will this be addressed in subsequent reports?

Response:

- Due to the timing of data availability, performance measure results for 2.a, 2.b, 3.b were not available when the Annual Report was published. These results will be available and published in future business plans and annual reports for assessments.
- For performance measures 4.a and 4.b, the results are obtained through the Citizen First Survey, which is conducted every 2-3 years. The next iteration for the survey is expected to be completed in 2020; therefore, results are expected to be published in the 2020-21 Annual Report.
- For performance measure 4.f.4, the ministry is working to implement enhancements to the survey used to obtain the measure results. The ministry is expecting to have a new method in place shortly and results will be published in future business plans and annual reports.

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q12 – PA 52

In regard to the International Open Data Charter: what are the costs associated with adopting that and what are the timelines of getting all old data out to the public?

Response:

There are no costs associated with adoption of the Charter. Service Alberta's Open Government Strategy however does informally follow the principles laid out in the Charter. Timelines will depend on ministries holding the data. Efforts are being made toward finding and assessing the publishing readiness of those datasets, and as the data is anonymized and made ready for inclusion, Open Government will be ready to receive and publish it.

Q13 – PA 52

What is the timeline for satisfying the outstanding recommendation from the Auditor General from 2012?

Response:

See response to question 2.

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q14 – PA 52

Will a data governance protocol be adopted by the Government as part of satisfying the recommendation from 2012?

Response:

Yes, there have also been a number of components of data governance protocol that have been developed and adopted including:

- Data and Information Security Classification Standard
 - Guidance to support this standard was enhanced in 2019.
- Core Content Metadata Standard
 - This standard was recently enhanced in 2018 to include security classification as a mandatory metadata element.
- Work Process Analysis Standard
 - A GoA-wide work process analysis standard was ratified in 2019.
- Data and Information Management Policy
 - Target approval for this policy is late 2019.
- IM Assessment Tool for Systems and Applications
 - This assessment tool was approved in September 2019.

Work to develop a one-government approach to managing data and information is currently underway and a timeline for implementation will be determined.

Responses to the Public Accounts Committee Follow-up Questions on September 10, 2019

Q15 – PA 52

How many FTEs will it take to satisfy the recommendation from 2012 and is the Ministry adequately resourced to satisfy the outstanding recommendation

Response:

Please refer to the response for question 14.

Existing Service Alberta IMT and CISO staff will be able to achieve 100 per cent compliance with the Information Security Management Directives by April 2022. The recommendation regarding security assessments for all applications will be discussed with the OAG, to determine if a recommendation that can be achieved within a reasonable timeframe can be developed.