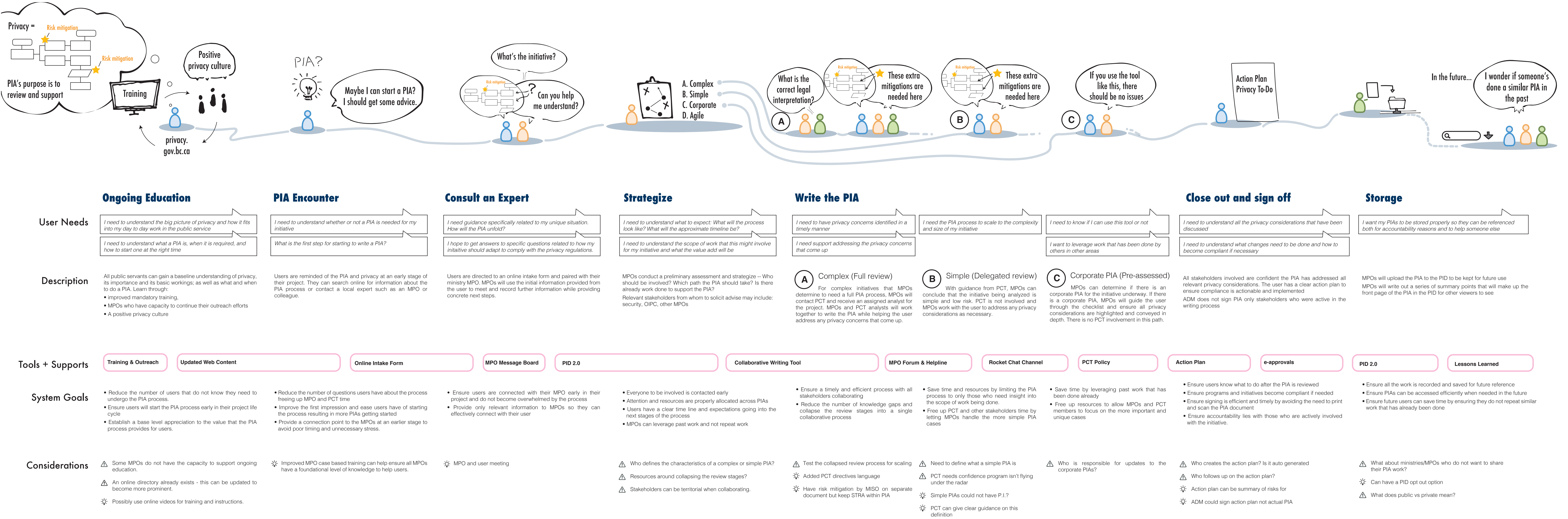


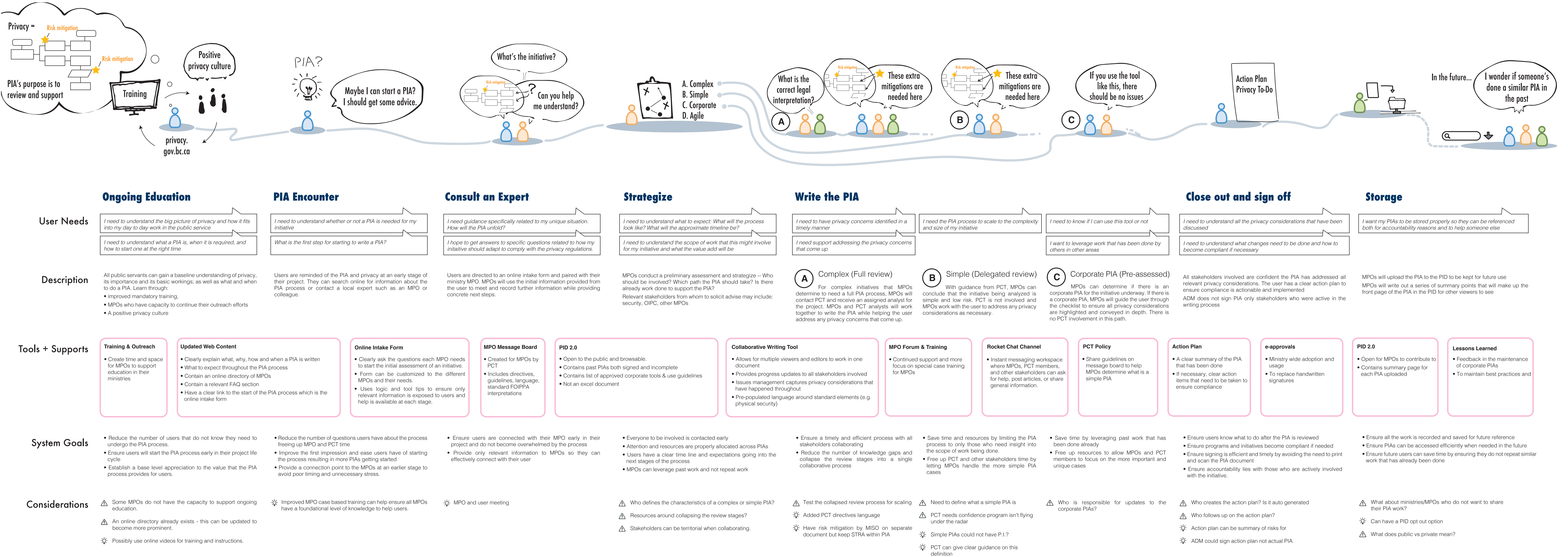
Privacy Impact Assessment | Future State Journey Map

Created by the GDX Service Design Team | Draft 1.0 | July 2019



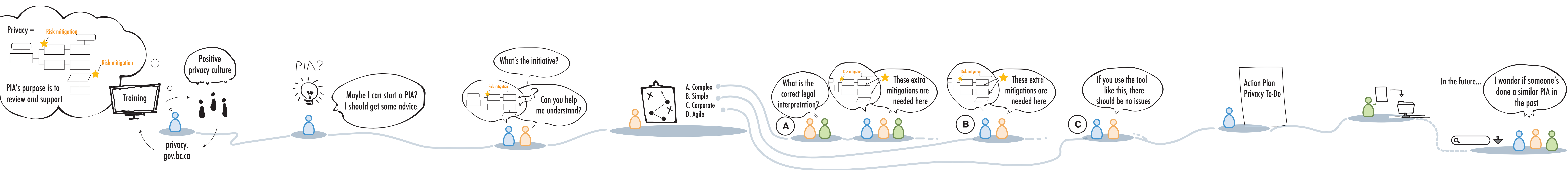
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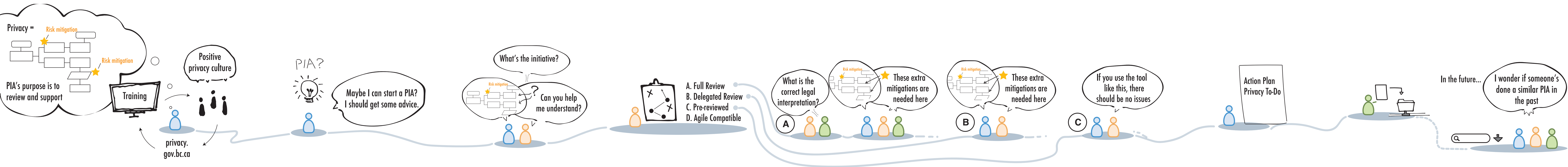
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	<div>Ongoing Education</div>	<div>PIA Encounter</div>	<div>Consult an Expert</div>	<div>Strategize</div>	<div>Write the PIA</div>	<div>Close out and sign off</div>			<div>Storage</div>	
User Needs	<div>I need to understand the big picture of privacy and how it fits into my day to day work in the public service</div> <div>I need to understand what a PIA is, when it is required, and how to start one at the right time</div>	<div>I need to understand whether or not a PIA is needed for my initiative</div> <div>What is the first step for starting to write a PIA?</div>	<div>I need guidance specifically related to my unique situation. How will the PIA unfold?</div> <div>I hope to get answers to specific questions related to how my initiative should adapt to comply with the privacy regulations.</div>	<div>I need to understand what to expect: What will the process look like? What will the approximate timeline be?</div> <div>I need to understand the scope of work that this might involve for my initiative and what the value add will be</div>	<div>I need to have privacy concerns identified in a timely manner</div> <div>I need support addressing the privacy concerns that come up</div>	<div>I need the PIA process to scale to the complexity and size of my initiative</div>	<div>I need to know if I can use this tool or not</div> <div>I want to leverage work that has been done by others in other areas</div>	<div>I need to understand all the privacy considerations that have been discussed</div> <div>I need to understand what changes need to be done and how to become compliant if necessary</div>	<div>I want my PIAs to be stored properly so they can be referenced both for accountability reasons and to help someone else</div>	
Description	<p>All public servants can gain a baseline understanding of privacy, its importance and its basic workings; as well as what and when to do a PIA. Learn through:</p> <ul style="list-style-type: none">improved mandatory training,MPOs who have capacity to continue their outreach effortsA positive privacy culture	<p>Users are reminded of the PIA and privacy at an early stage of their project. They can search online for information about the PIA process or contact a local expert such as an MPO or colleague.</p>	<p>Users are directed to an online intake form and paired with their ministry MPO. MPOs will use the initial information provided from the user to meet and record further information while providing concrete next steps.</p>	<p>MPOs conduct a preliminary assessment and strategize -- Who should be involved? Which path the PIA should take? Is there already work done to support the PIA?</p> <p>Relevant stakeholders from whom to solicit advise may include: security, OIPC, other MPOs</p>	<div>A</div> Full review <p>For complex initiatives that MPOs determine to need a full PIA process, MPOs will contact PCT and receive an assigned analyst for the project. MPOs and PCT analysts will work together to write the PIA while helping the user address any privacy concerns that come up.</p>	<div>B</div> Delegated review <p>With guidance from PCT, MPOs can conclude that the initiative being analyzed is simple and low risk. PCT is not involved and MPOs work with the user to address any privacy considerations as necessary.</p>	<div>C</div> Corporate PIA <p>MPOs can determine if there is an corporate PIA for the initiative underway. If there is a corporate PIA, MPOs will guide the user through the checklist and ensure all privacy considerations are highlighted and conveyed in depth. There is no PCT involvement in this path.</p>	<p>All stakeholders involved are confident the PIA has addressed all relevant privacy considerations. The user has a clear action plan to ensure compliance is actionable and implemented</p> <p>ADM does not sign PIA only stakeholders who were active in the writing process</p>	<p>MPOs will upload the PIA to the PID to be kept for future use</p> <p>MPOs will write out a series of summary points that will make up the front page of the PIA in the PID for other viewers to see</p>	
Tools + Supports	<div>Training & Outreach</div> <div>Updated Web Content</div>	<div>Online Intake Form</div>	<div>MPO Message Board</div>	<div>PID 2.0</div>	<div>Collaborative Writing Tool</div>	<div>MPO Forum & Helpline</div>	<div>Rocket Chat Channel</div>	<div>PCT Policy</div>	<div>Action Plan</div> <div>e-approvals</div>	<div>PID 2.0</div> <div>Lessons Learned</div>
System Goals	<ul style="list-style-type: none">Reduce the number of users that do not know they need to undergo the PIA process.Ensure users will start the PIA process early in their project life cycleEstablish a base level appreciation to the value that the PIA process provides for users.	<ul style="list-style-type: none">Reduce the number of questions users have about the process freeing up MPO and PCT timeImprove the first impression and ease users have of starting the process resulting in more PIAs getting startedProvide a connection point to the MPOs at an earlier stage to avoid poor timing and unnecessary stress.	<ul style="list-style-type: none">Ensure users are connected with their MPO early in their project and do not become overwhelmed by the processProvide only relevant information to MPOs so they can effectively connect with their user	<ul style="list-style-type: none">Everyone to be involved is contacted earlyAttention and resources are properly allocated across PIAsUsers have a clear time line and expectations going into the next stages of the processMPOs can leverage past work and not repeat work	<ul style="list-style-type: none">Ensure a timely and efficient process with all stakeholders collaboratingReduce the number of knowledge gaps and collapse the review stages into a single collaborative process	<ul style="list-style-type: none">Save time and resources by limiting the PIA process to only those who need insight into the scope of work being done.Free up PCT and other stakeholders time by letting MPOs handle the more simple PIA cases	<ul style="list-style-type: none">Save time by leveraging past work that has been done alreadyFree up resources to allow MPOs and PCT members to focus on the more important and unique cases	<ul style="list-style-type: none">Ensure users know what to do after the PIA is reviewedEnsure programs and initiatives become compliant if neededEnsure signing is efficient and timely by avoiding the need to print and scan the PIA documentEnsure accountability lies with those who are actively involved with the initiative.	<ul style="list-style-type: none">Ensure all the work is recorded and saved for future referenceEnsure PIAs can be accessed efficiently when needed in the futureEnsure future users can save time by ensuring they do not repeat similar work that has already been done	
Considerations	<div>⚠ Some MPOs do not have the capacity to support ongoing education.</div> <div>⚠ An online directory already exists - this can be updated to become more prominent.</div> <div>💡 Possibly use online videos for training and instructions.</div>	<div>💡 Improved MPO case based training can help ensure all MPOs have a foundational level of knowledge to help users.</div>	<div>💡 MPO and user meeting</div>	<div>⚠ Who defines the characteristics of a complex or simple PIA?</div> <div>⚠ Resources around collapsing the review stages?</div> <div>⚠ Stakeholders can be territorial when collaborating.</div>	<div>⚠ Test the collapsed review process for scaling</div> <div>💡 Added PCT directives language</div> <div>💡 Have risk mitigation by MISO on separate document but keep STRA within PIA</div>	<div>⚠ Need to define what a simple PIA is</div> <div>⚠ PCT needs confidence program isn't flying under the radar</div> <div>💡 Simple PIAs could not have P.I.?</div> <div>💡 PCT can give clear guidance on this definition</div>	<div>⚠ Who is responsible for updates to the corporate PIAs?</div>	<div>⚠ Who creates the action plan? Is it auto generated</div> <div>⚠ Who follows up on the action plan?</div> <div>💡 Action plan can be summary of risks for</div> <div>💡 ADM could sign action plan not actual PIA</div>	<div>⚠ What about ministries/MPOs who do not want to share their PIA work?</div> <div>💡 Can have a PID opt out option</div> <div>⚠ What does public vs private mean?</div>	

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Description	<p>All public servants can gain a baseline understanding of privacy, its importance and its basic workings; as well as what and when to do a PIA. Learn through:</p> <ul style="list-style-type: none">improved mandatory training,MPOs who have capacity to continue their outreach effortsA positive privacy culture	<p>Users are reminded of the PIA and privacy at an early stage of their project. They can search online for information about the PIA process or contact a local expert such as an MPO or colleague.</p>	<p>Users are directed to an online intake form and paired with their ministry MPO. MPOs will use the initial information provided from the user to meet and record further information while providing concrete next steps.</p>	<p>MPOs conduct a preliminary assessment and strategize -- Who should be involved? Which path the PIA should take? Is there already work done to support the PIA?</p> <p>Relevant stakeholders from whom to solicit advice may include: security, OIPC, other MPOs</p>	<p>A Full review</p> <p>For complex initiatives that MPOs determine to need a full PIA process, MPOs will contact PCT and receive an assigned analyst for the project. MPOs and PCT analysts will work together to write the PIA while helping the user address any privacy concerns that come up.</p> <p>B Delegated review</p> <p>With guidance from PCT, MPOs can conclude that the initiative being analyzed is simple and low risk. PCT is not involved and MPOs work with the user to address any privacy considerations as necessary.</p> <p>C Corporate PIA</p> <p>MPOs can determine if there is an corporate PIA for the initiative underway. If there is a corporate PIA, MPOs will guide the user through the checklist and ensure all privacy considerations are highlighted and conveyed in depth. There is no PCT involvement in this path.</p>	<p>All stakeholders involved are confident the PIA has addressed all relevant privacy considerations. The user has a clear action plan to ensure compliance is actionable and implemented</p> <p>ADM does not sign PIA only stakeholders who were active in the writing process</p>	<p>MPOs will upload the PIA to the PID to be kept for future use</p> <p>MPOs will write out a series of summary points that will make up the front page of the PIA in the PID for other viewers to see</p>						
Tools + Supports	<div>Training & Outreach</div> <ul style="list-style-type: none">Create time and space for MPOs to support education in their ministries	<div>Updated Web Content</div> <ul style="list-style-type: none">Clearly explain what, why, how and when a PIA is writtenWhat to expect throughout the PIA processContain an online directory of MPOsContain a relevant FAQ sectionHave a clear link to the start of the PIA process which is the online intake form	<div>Online Intake Form</div> <ul style="list-style-type: none">Clearly ask the questions each MPO needs to start the initial assessment of an initiative.Form can be customized to the different MPOs and their needs.Uses logic and tool tips to ensure only relevant information is exposed to users and help is available at each stage.	<div>MPO Message Board</div> <ul style="list-style-type: none">Created for MPOs by PCTIncludes directives, guidelines, language, standard FOIPPA interpretations	<div>PID 2.0</div> <ul style="list-style-type: none">Open to the public and browsable.Contains past PIAs both signed and incompleteContains list of approved corporate tools & use guidelinesNot an excel document	<div>Collaborative Writing Tool</div> <ul style="list-style-type: none">Allows for multiple viewers and editors to work in one documentProvides progress updates to all stakeholders involvedIssues management captures privacy considerations that have happened throughoutPre-populated language around standard elements (e.g. physical security)	<div>MPO Forum & Training</div> <ul style="list-style-type: none">Continued support and more focus on special case training for MPOs	<div>Rocket Chat Channel</div> <ul style="list-style-type: none">Instant messaging workspace where MPOs, PCT members, and other stakeholders can ask for help, post articles, or share general information.	<div>PCT Policy</div> <ul style="list-style-type: none">Share guidelines on message board to help MPOs determine what is a simple PIA	<div>Action Plan</div> <ul style="list-style-type: none">A clear summary of the PIA that has been doneIf necessary, clear action items that need to be taken to ensure compliance	<div>e-approvals</div> <ul style="list-style-type: none">Ministry wide adoption and usageTo replace handwritten signatures	<div>PID 2.0</div> <ul style="list-style-type: none">Open for MPOs to contribute toContains summary page for each PIA uploaded	<div>Lessons Learned</div> <ul style="list-style-type: none">Feedback in the maintenance of corporate PIAsTo maintain best practices and
System Goals	<ul style="list-style-type: none">Reduce the number of users that do not know they need to undergo the PIA process.Ensure users will start the PIA process early in their project life cycleEstablish a base level appreciation to the value that the PIA process provides for users.	<ul style="list-style-type: none">Reduce the number of questions users have about the process freeing up MPO and PCT timeImprove the first impression and ease users have of starting the process resulting in more PIAs getting startedProvide a connection point to the MPOs at an earlier stage to avoid poor timing and unnecessary stress.	<ul style="list-style-type: none">Ensure users are connected with their MPO early in their project and do not become overwhelmed by the processProvide only relevant information to MPOs so they can effectively connect with their user	<ul style="list-style-type: none">Everyone to be involved is contacted earlyAttention and resources are properly allocated across PIAsUsers have a clear time line and expectations going into the next stages of the processMPOs can leverage past work and not repeat work	<ul style="list-style-type: none">Ensure a timely and efficient process with all stakeholders collaboratingReduce the number of knowledge gaps and collapse the review stages into a single collaborative process	<ul style="list-style-type: none">Save time and resources by limiting the PIA process to only those who need insight into the scope of work being done.Free up PCT and other stakeholders time by letting MPOs handle the more simple PIA cases	<ul style="list-style-type: none">Save time by leveraging past work that has been done alreadyFree up resources to allow MPOs and PCT members to focus on the more important and unique cases	<ul style="list-style-type: none">Ensure users know what to do after the PIA is reviewedEnsure programs and initiatives become compliant if neededEnsure signing is efficient and timely by avoiding the need to print and scan the PIA documentEnsure accountability lies with those who are actively involved with the initiative.	<ul style="list-style-type: none">Ensure all the work is recorded and saved for future referenceEnsure PIAs can be accessed efficiently when needed in the futureEnsure future users can save time by ensuring they do not repeat similar work that has already been done				
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