

# Digital Government in BC

## Modernizing government to improve services for British Columbians

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Security Day – June 23, 2021

Jaimie Boyd

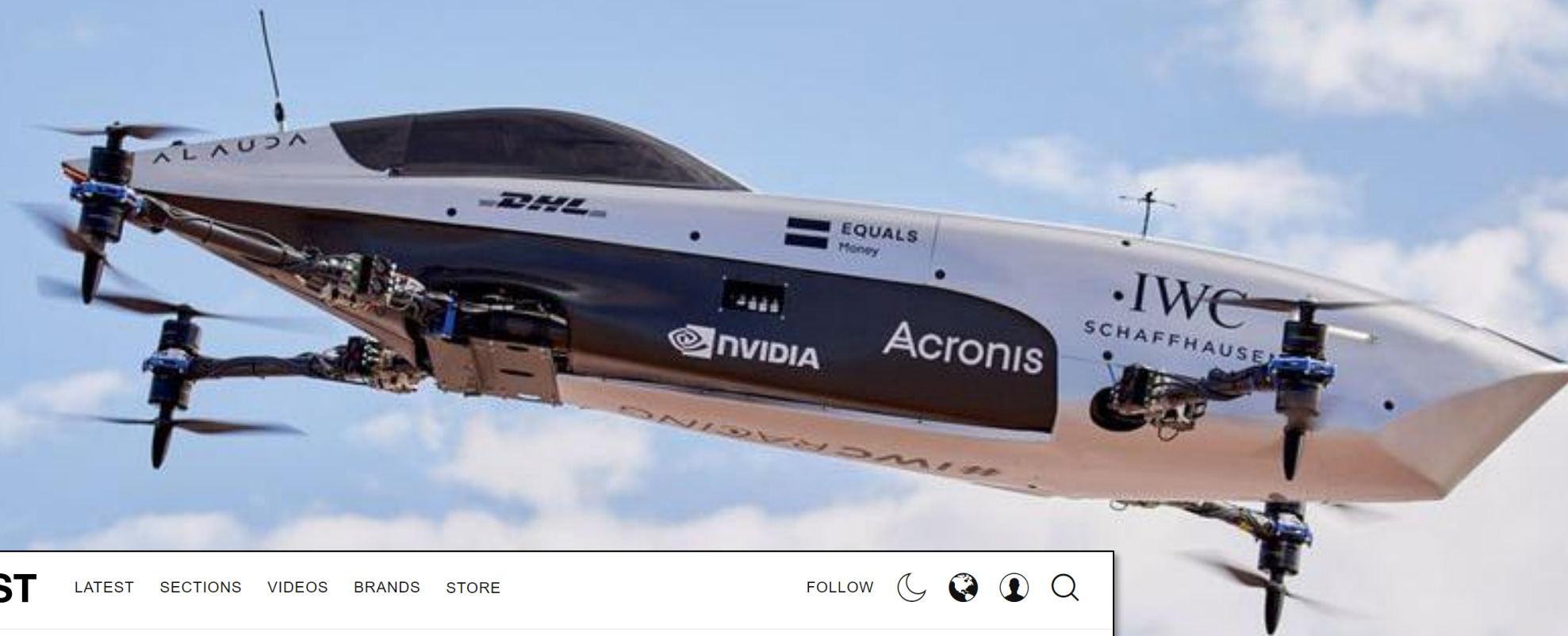


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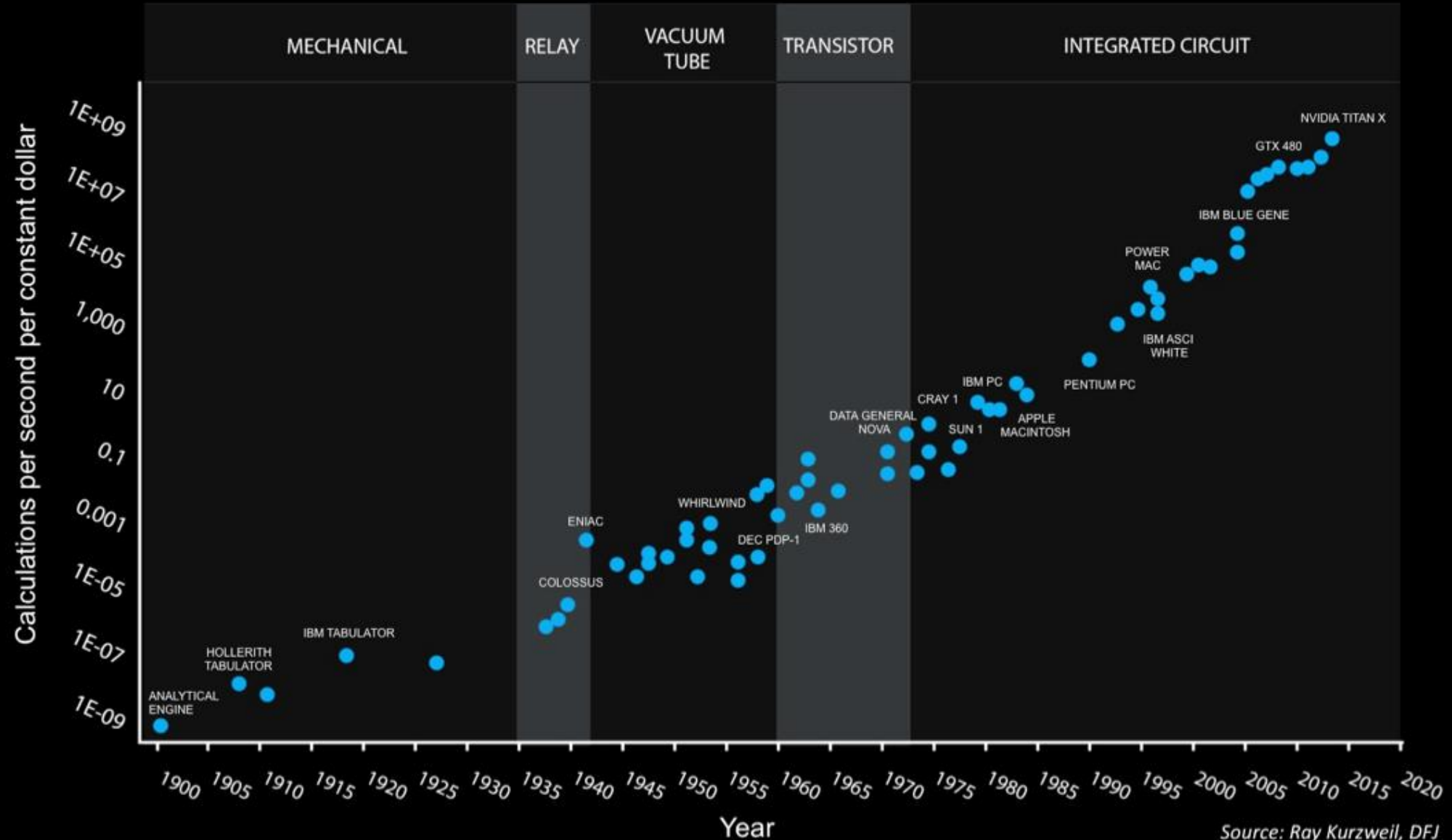
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## Airspeeder Reaches New Heights with Racing Series for Flying Cars

The first flying car racing competitions are scheduled to take place in late 2021.

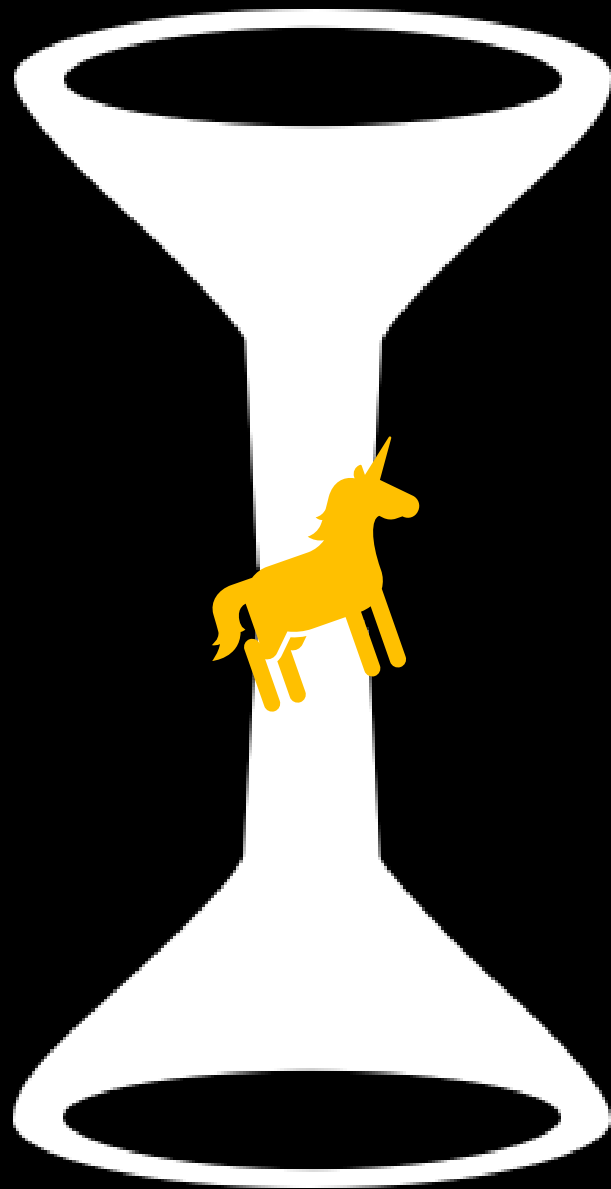
# Moore's Law

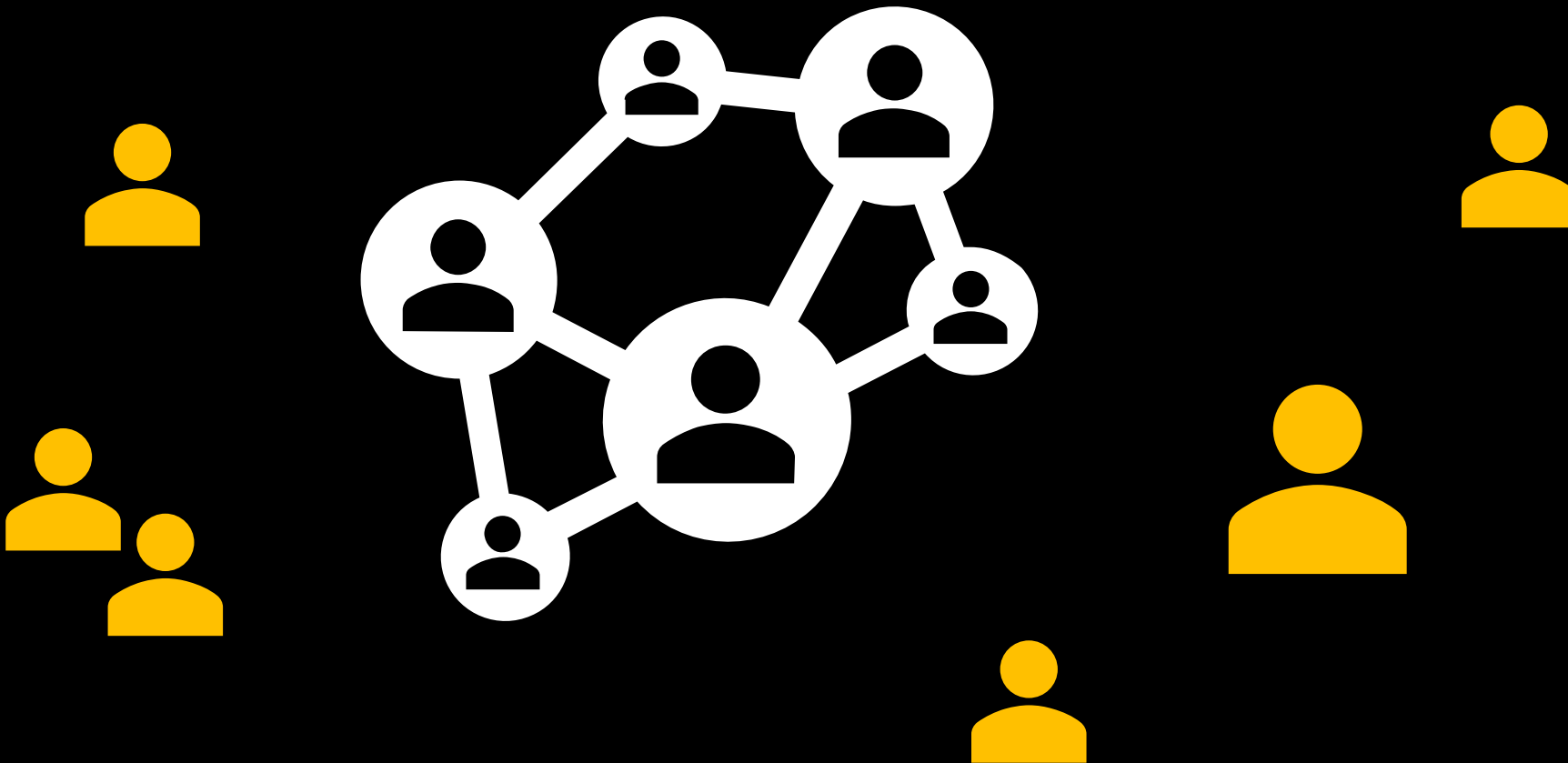






GOVERNMENT  
HAS CHANGED









**A PLAN TO  
BRING US BACK TOGETHER**

**BC's RESTART**

COVID-19 accelerated digital government.

# BC's Digital Framework



## Services to Citizens

Simple, easy-to-use online services for British Columbians



## Data & Information

Accessible, reliable data that can be used to inform decision-making and improve services



## Digital Inside

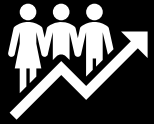
Empowering public servants with modern processes and tools to do their best work



## Connected Outside

Partnering with others to support British Columbians

# BC's Digital Principles



Deliver impact for  
British Columbians



Design with people  
& embed inclusion



Integrate  
ethics



Continuously learn  
& improve



Work in the  
open



Take an ecosystem  
approach



Take care of  
information & data



Manage risks  
proportionately



Build diverse teams  
& internal capacity



Express cultural & historical  
awareness & respect

COVID-19 demonstrated that this **is** possible.



[Home](#) > [COVID-19](#) > [Information](#) >

## B.C.'s response to COVID-19

✔ You can get a dose 2 appointment for mRNA and AstraZeneca/COVISHIELD vaccines. [Get your second vaccine dose.](#)

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Last updated: June 15, 2021

### BC's Restart

A four-step plan to bring us back together.

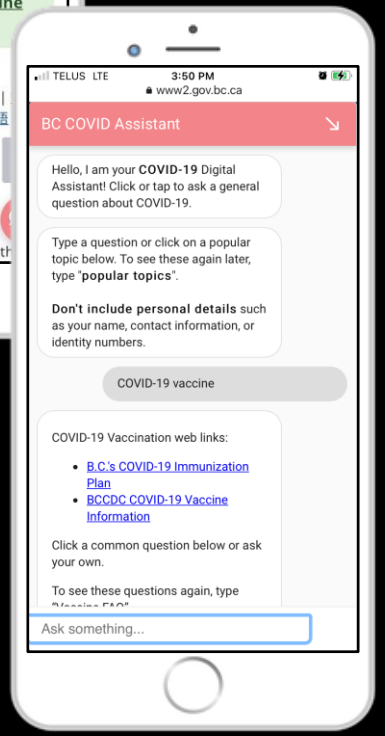
Step 1: Complete

Step 2: Current

Step 3: Earliest start date July 1

Step 4: Earliest start date Sept 7

[Read BC's Restart](#)





**Oversized Baggage**  
Bagages hors format  
超大行李



**International & USA Flights**  
Vols internationaux et États-Unis  
美国及国际出发







Please wait for an agent.

Having Trouble?

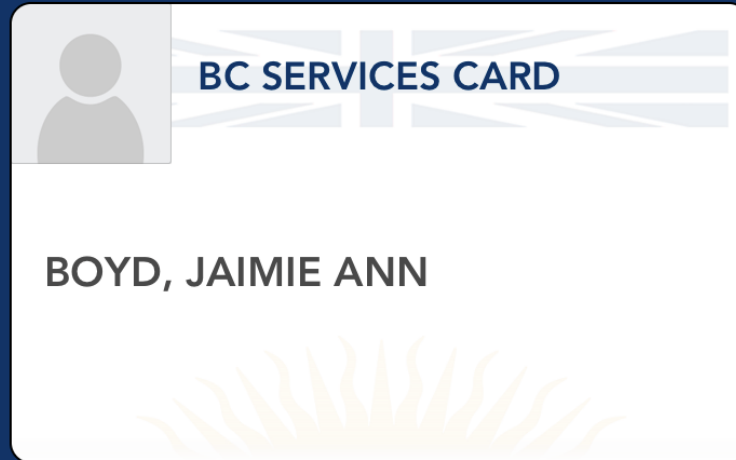
1:21



Microphone  
is on



# Log In To HealthGateway



Cancel

Continue

Not you? [Report Suspicious Activity](#)

# Covid-19 Digital Response



## SELF-ASSESSMENT TOOL

Helped determine if people need to self-isolate or seek COVID-19 assessment



**6M** visits to self-assessment tool  
**570K** mobile app downloads

## DIGITAL ASSISTANT CHATBOT

Provided automatic replies to COVID-19 related queries through an AI-powered chatbot

**4M** sessions



## SAFE SENIORS, STRONG COMMUNITIES

Connected seniors with volunteers to support them to stay safe and healthy at home

**\$50M** Government Investment

## HOME HEALTH MONITORING PROGRAM

Relieved workload for public health nurses using an automated case and contact monitoring tool

**12,000** patients served

## APPOINTMENTS APP

Allowed citizens to book appointments at Service BC centres

**100K+** appointments booked

## VERIFY BY VIDEO

Expanded verification methods for mobile BC services card users

**225K** Send video

## SCREENING APP - SILVICULTURE WORKERS

Reused existing code to implement screening protocols and monitoring for in-bound seasonal workers

**5 DAYS** launched in



## COVID-19 SUPPLY HUB

Facilitated suppliers in providing Personal Protective Equipment (PPE) to government through the Hub

**7 DAYS** launched in



## TEMPORARY FOREIGN WORKERS SCREENING APP

Enabled farm operators to apply online for temporary foreign worker authorizations, leveraging blockchain technology

**3 DAYS** launched in

## TRAVEL SCREENING APP

Aided BC residents returning to the province to have a self-isolation plan

**49,800** plans submitted



## CONNECTING B.C. - COVID-19 RESPONSE FUNDING

Assisted rural, remote and Indigenous communities with access to faster internet services at a time when they needed it most

**\$50M** Government investment

## DIGITAL LIBRARY SERVICES

Supported and connected people to learning and entertainment through enhanced digital resources

**\$3M** Government investment

## TECHNOLOGY LOANS TO SCHOOL CHILDREN

Helped students access internet and continue their education

**23,000** devices loaned

## COVID-19 DATA AND DASHBOARD

Included case counts and information on recoveries, deaths, hospitalizations, testing, real-time vaccination info and more



## COLLABORATION TOOLS

Allowed public servants to work remotely and comply with social distancing directives by deploying MS Teams in record time

**4 WEEKS** rolled out in



## VIRTUAL CABINET

Supported Cabinet, at the request of the Premier, in holding meetings via secure digital tools while meeting security and privacy requirements

**1ST EVER**

## LEGISLATIVE FRAMEWORK

Enabled broader use of communication tools for health care workers and other public servants through a Ministerial order under the *Freedom of Information and Protection of Privacy Act*

**NEW** Ministerial Order

## VIRTUAL SERVICE PROVISION - CHILDCARE WORKERS

Enabled safe and secure virtual service delivery options for BC's licensed childcare workers (e.g. Microsoft Teams, collaboration with UVic/CanAssist)

## IMPROVING DATA TRANSFER

Improved data exchange between government and the health sector through increased adoption of API Gateways, which promote automation rather than manual data entry

## CLOUD FIRST

Deployed COVID-19 financial response applications using public cloud, enabling quicker development timelines and increased functionality

Results as of March 2021



COVID-19 taught us that **teams** are crucial.



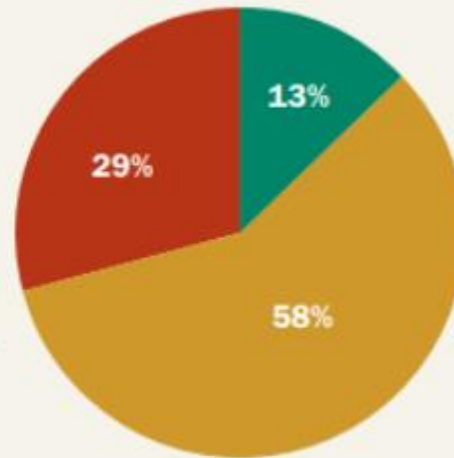
Governments now have  
an incredible opportunity.

# Large IT projects?

## LARGE GOVERNMENT PROJECTS



The resolution of large government software projects from fiscal 2010 to 2014 within The Standish Group's CHAOS database. In this case large is defined as labor cost over 5 million euros or 6 million dollars. Classic CHAOS metrics define successful projects as on time, on budget, and are on target. Challenged projects are over budget, late, and/or have an unsatisfactory target. Failed projects are projects that were either canceled prior to completion or not used after implementation.

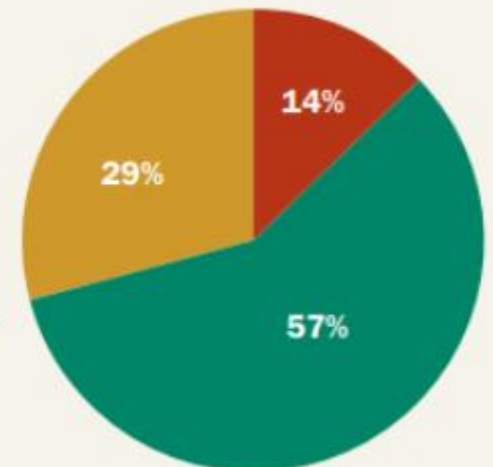


THE STANDISH GROUP

## SMALL GOVERNMENT PROJECTS



The resolution of small government software projects from fiscal 2010 to 2014 within the CHAOS database. Small is defined as labor cost less than one million euros or dollars. Classic CHAOS metrics define successful projects as on time, on budget, and are on target. Challenged projects are over budget, late, and/or have an unsatisfactory target. Failed projects are projects that were either canceled prior to completion or not used after implementation.



# Large IT projects?

## List of Government of Canada IT projects over \$1 million

Self-reported by departments. [Download this data in CSV format.](#)

Show  entries

Search:

Department	Project Name	2016 Budget	2019 Budget	Change in Budget	% Change	2016 Estimated completion date	2019 Estimated completion date	Change in completion date (years)	Estimated status
Immigration, Refugees and Citizenship Canada	<a href="#">Passport Modernization Initiative</a>	\$28,713,419	\$199,500,000	\$170,786,581	594.8%	December 1, 2018	September 30, 2021	2.83	behind schedule
Public Services and Procurement Canada	<a href="#">eProcurement Solution</a>	\$45,900,000	\$214,474,730	\$168,574,730	367.3%	December 31, 2019	March 31, 2024	4.25	behind schedule
Immigration, Refugees and Citizenship Canada	<a href="#">Biometrics Expansion</a>	\$13,229,322	\$164,457,602	\$151,228,280	1143.1%	June 1, 2018	March 31, 2020	1.83	behind schedule
Correctional Service Canada	<a href="#">Offender Management System Modernization</a>	\$10,219,000	\$108,675,140	\$98,456,140	963.5%	July 5, 2018	March 31, 2027	8.74	behind schedule
Shared Services Canada	<a href="#">Workplace Communication Services</a>	\$59,621,421	\$130,837,581	\$71,216,160	119.4%	March 29, 2024	March 31, 2026	2.01	behind schedule
Global Affairs Canada	<a href="#">Export Import Control System Application</a>	\$33,570,000	\$88,827,495	\$55,257,495	164.6%	February 28, 2017	April 30, 2020	3.17	behind schedule
Canada Revenue Agency	<a href="#">Workload Management</a>	\$72,900,000	\$123,480,000	\$50,580,000	69.4%	March 31, 2020	March 31, 2024	4.00	behind schedule
Employment and Social Development Canada	<a href="#">Old Age Security Service Improvement Strategy</a>	\$85,448,206	\$129,679,302	\$44,231,096	51.8%	April 17, 2020	June 30, 2021	1.20	behind schedule
Canada Revenue Agency	<a href="#">Secure Portals Reengineering</a>	\$10,500,000	\$43,995,000	\$33,495,000	319.0%	March 31, 2020	March 31, 2023	3.00	behind schedule
Royal Canadian Mounted Police	<a href="#">Electronic Major Case Management Renewal</a>	\$17,904,000							behind schedule
National Defence	<a href="#">Classified Security Management Infrastructure Phase 2B</a>	\$31,577,000							on schedule
Shared Services Canada	<a href="#">Videoconferencing Phase 3</a>	\$2,252,000							behind schedule
Shared Services Canada	<a href="#">Hosted Contact Centre Services Transformation</a>	\$17,600,000							ahead of schedule

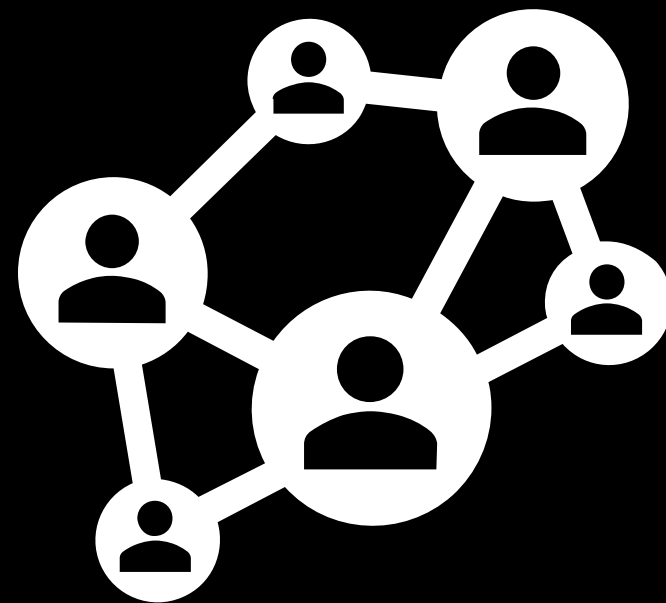
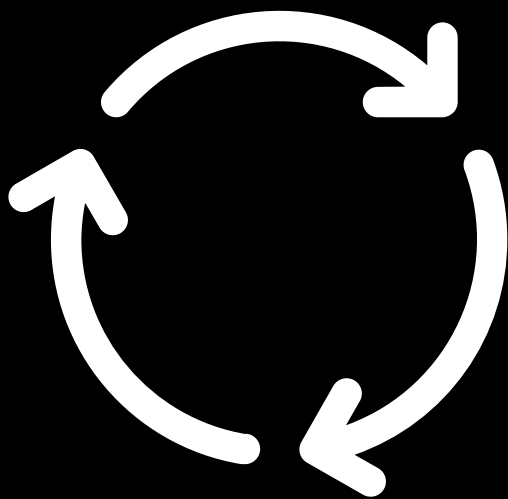
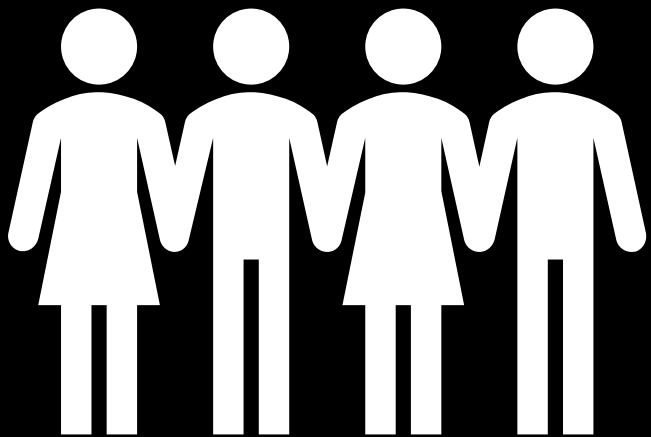
Of the 98 projects:

- 84% are behind schedule
- 8% are on schedule
- 4% are ahead of schedule based on the estimated completion dates provided
- 4% did not have estimated completion dates



79%

GOVERNMENT  
NEEDS TO KEEP  
CHANGING



# Common components



BC Address  
Geocoder

BC Route  
Planner

Common  
Document  
Generation  
Service

BC Express  
Pay

Common  
Hosted Email  
Service

Common  
Hosted Form  
Service

Keycloak SSO

Microsoft  
Active  
Directory  
Services

Notify

PayBC

SiteMinder  
SSO

Design  
System

Address  
Complete

BC Services  
Card

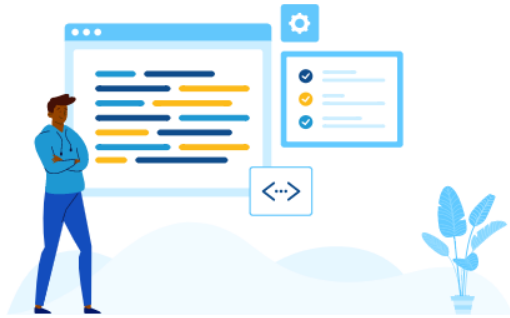
BCeID

Secure File  
Transfer  
Service

Now live at [digital.gov.bc.ca/common-components](https://digital.gov.bc.ca/common-components)







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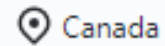
[Marketplace](#)

[Explore](#)



# Province of British Columbia

Where Ideas Work



Canada



<https://github.com/bcgov/BC-Policy-F...>



[pathfinder@gov.bc.ca](mailto:pathfinder@gov.bc.ca)



Repositories

1.0k



Packages



People

37



Projects

1

## Pinned repositories



[BC-Policy-Framework-For-GitHub](#)

Policy information for BC Government employees using GitHub



101



45



[design-system](#)

British Columbia Government Design System for Digital Services



HTML



27



26



[von](#)

Verifiable Organizations Network



51



22



[api-guidelines](#)

BC Government API Guidelines



19



6



[digital-principles](#)

A set of principles to guide the Province of BC's continued Digital Government evolution



18



10

1



## YOU'VE BEEN APPROVED TO GO TO THE DIGITAL INVESTMENT BOARD

Find out what you need to do

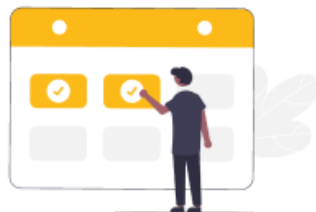
4



## POLISH YOUR CASE

We'll give you feed back and help make your case stronger

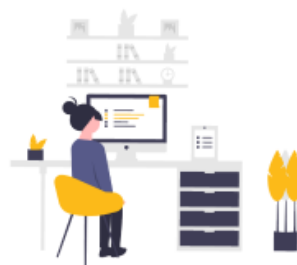
2



## DIB DEADLINES

A calendar showing key dates for the steps described on these pages

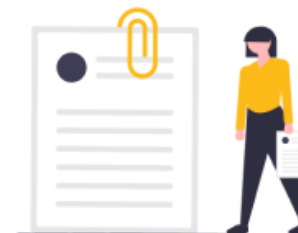
5



## PREPARE YOUR PRESENTATION FOR THE BOARD

Tell the board what problem you are solving and what impact it will have

3



## PREPARE AND SUBMIT YOUR BUSINESS CASE

Request a date  
Articulate your approach

6



## MAKE YOUR PITCH

Your executive will present your case.

Approvals are communicated approx. 2 weeks after each DIB Meeting

We can continue to deliver brilliant,  
modern services to the people of B.C.

Together.