



United Nations

Department of
Economic and
Social Affairs

Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2022

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2022. Please note that these responses do not directly affect the UN E-Government Development Index (EGDI), which is a composite index of the Online Service Index (OSI), Telecommunications Infrastructure Index (TII) and Human Capital Index (HCI). UNDESA assesses national portals with the assistance of independent researchers to construct the OSI, and requests data from the International Telecommunications Union (ITU) and the United Nations Educational, Scientific and Cultural Organization (UNESCO) to construct TII and HCI respectively. Inputs to the MSQ will be used by the United Nations E-Government Survey 2022 team for more in-depth country analysis, fact-checking and data quality assurance.

Refer here for a glossary of terminologies: <https://publicadministration.un.org/egovkb>

More information about the UN E-Government Survey:

<https://publicadministration.un.org/en/Research/UN-e-Government-Surveys>

For any questions about this questionnaire, please contact Madeleine Losch (email: loschm@un.org) and Rachael Purcell (email: purcell@un.org).

COUNTRY NAME*

Canada

Contact information

Your name*

Mark Levene

Title*

Lead, Digital Government Partnerships

Organization*

Office of the Chief Information Officer,
Treasury Board of Canada Secretariat,
Government of Canada

Email*

Mark.Levene@tbs-sct.gc.ca

Please select whichever applies*



I am authorized and fully knowledgeable to respond to this questionnaire.



A group of government agencies responded to the questionnaire collectively.

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The [Digital Literacy Exchange program](#) will invest \$29.5M to support initiatives that teach fundamental digital literacy skills to Canadians who would benefit from participating in the digital economy. The program aims to equip Canadians with the necessary skills to engage with computers, mobile devices and the Internet safely, securely and effectively. Project funding will be available from 2018-19 to 2021-22.

- I did not have the full information to respond to this questionnaire.
- I mostly provided my own opinion/assessment rather than official information.
- Other _____

A. Institutional / Organizational Framework

1. What is the official e-government portal at the national level? If more than one exists, please list all. *

<https://www.canada.ca/en/government/system/digital-government.html>

2. Please provide links (Links) for portals providing specific services/features*

E-services or similar

<https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html>

E-participation or similar

<https://www.elections.ca/home.aspx>

<https://census.gc.ca/index-eng.htm>

Open government data

<https://open.canada.ca/en>

Public procurement

<https://buyandsell.gc.ca/>

Others (if any)

3. Please provide name and link of the government agency/department/ministry at the national level in charge of e-government. If more than one exists, please list all. *

The Minister of Digital Government, as supported by Shared Services Canada, the Canadian Digital Service and the Office of the Chief Information Officer in the Treasury Board of Canada Secretariat, is responsible for all digital government activities.

4. Does your country have a Chief Information Officer (CIO) or equivalent to manage its national e-government strategies/programmes? *

Yes No

If yes, please provide contact information of national Chief Information Officer (CIO) or equivalent:

Your name*

Marc Brouillard

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Title*

Acting Chief Information Officer

Organization*

Office of the Chief Information Officer in the
Treasury Board of Canada Secretariat

Email*

Marc.brouillard@tbs-sct.gc.ca

Are there multiple and/or networked CIOs or equivalent positions across Government agencies/departments/ministries? *

Yes No (NOTE – there are multiple, but not of equivalent positions)

Please provide links and details on the above, including coordination/integration between national and sub-national levels on e-government strategies/programmes.

As required by Treasury Board Policy, Deputy Heads of the Government of Canada are required to designate a Chief Information Officer (CIO).

Here is a list of all CIOs by federal institution: <https://www.tbs-sct.gc.ca/ap/list-liste/cio-dpi-eng.asp>

Sectoral agencies/departments/ministries

5. Please provide names and links of the government agencies/departments/ministries at the national level in charge of the following*

Planning/development

Treasury Board of Canada Secretariat

<https://www.canada.ca/en/treasury-board-secretariat.html>

Privy Council Office <https://www.canada.ca/en/privy-council.html>

Education

Education is for the most parts a field of provincial/territorial jurisdiction; however, Employment and Social Development Canada runs programs related to literacy, learning and post-secondary finance. In addition, the federal government is responsible for funding First Nations education on reserves.

Health

The management, organization and delivery of health care services is of provincial/territorial jurisdiction.

At the federal level, [Health Canada \(HC\)](#) is the department responsible for national health policy. This responsibility involves extensive collaboration with various other federal- and provincial-level organizations in order to ensure the

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Social Welfare (inclusion, social protection, etc.)	<p>safety of food, health, and pharmaceutical products—including the regulation of health research and pharmaceutical manufacturing/testing facilities.</p> <p>Under the responsibility of HC, the Public Health Agency of Canada is the agency that is responsible for public health, emergency preparedness and response, and infectious and chronic disease control and prevention.</p>
Employment and Labour	<p>Department of Canadian Heritage https://www.canada.ca/en/canadian-heritage.html</p> <p>Employment and Social Development Canada https://www.canada.ca/en/employment-social-development.html</p> <p>Women and Gender Equality Canada https://women-gender-equality.canada.ca/en.html</p> <p>Immigration, Refugees and Citizenship Canada https://www.canada.ca/en/immigration-refugees-citizenship.html</p>
Environment	<p>Employment and Social Development Canada https://www.canada.ca/en/employment-social-development.html</p>
Justice	<p>Environment and Climate Change Canada https://www.canada.ca/en/environment-climate-change.html</p> <p>Natural Resources Canada https://www.nrcan.gc.ca/home</p>
Economy/finance	<p>Department of Justice https://www.justice.gc.ca/eng/</p>
Industry/trade	<p>Department of Finance https://www.canada.ca/en/department-finance.html</p> <p>Innovation, Science and Economic Development Canada http://strategis.ic.gc.ca/home</p>

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Global Affairs Canada

<https://www.international.gc.ca/global-affairs-affaires-mondiales/home-accueil.aspx?lang=eng>

Innovation, Science and Economic Development Canada

<http://strategis.ic.gc.ca/home>

Natural Resources Canada

<https://www.nrcan.gc.ca/home>

Agriculture and Agri-Food Canada

<https://www.agr.gc.ca/eng/agriculture-and-agri-food-canada/?id=1395690825741>

Export Development Canada

[Export Development Canada \(EDC\)](#)

Business Development Bank

[BDC - Business Development Bank of Canada | BDC.ca](#)

Canadian International Trade Tribunal

[Canadian International Trade Tribunal \(citt-tcce.gc.ca\)](#)

Canadian Trade Commissioner Service

[Trade Commissioner Service](#)

Department of Fisheries and Oceans

[Fisheries and Oceans Canada \(dfo-mpo.gc.ca\)](#)

Bank of Canada

[Bank of Canada](#)

Canada Infrastructure Bank

[About Us - Canada Infrastructure Bank - Banque de l'infrastructure du Canada \(cib-bic.ca\)](#)

Canadian Commercial Corporation

[Canadian Commercial Corporation | Export From Canada \(ccc.ca\)](#)

Canadian Northern Economic Development Agency

[Canadian Northern Economic Development Agency \(cannor.gc.ca\)](#)

Federal Economic Development Agency for Southern Ontario

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[Federal Economic Development Agency for Southern Ontario - Home - FedDev Ontario](#)

Infrastructure Canada
[Infrastructure Canada - Infrastructure Canada](#)

VIA Rail
[About VIA | VIA Rail](#)

B. COVID-19 Response and Recovery

6. Is there a specific national portal or a dedicated section addressing the COVID-19 pandemic*?

Yes No

If yes, please provide link and more information about the specific national portal or dedicated section addressing the COVID-19 pandemic?

<https://www.canada.ca/en/public-health/services/diseases/coronavirus-disease-covid-19.html>

7. Is there any specific budget allocated for new initiative/measure(s) of e-government in response to the COVID-19 pandemic and/or in supporting recovery? Please provide link and detail.

[Budget 2021](#) is the Government of Canada's plan to finish the fight against COVID-19 — and ensure a resilient economic recovery that creates jobs and growth for Canadians. That means ensuring lost jobs are recovered as swiftly as possible, and that hard-hit businesses rebound quickly and are able to flourish. It means providing support where COVID has struck hardest – to women and young people and low-wage workers, and to small and medium-sized businesses, especially in hospitality and tourism. The final challenge is to build a better, fairer, more prosperous, more innovative future. That means investing in Canada's green transition and the green jobs that go with it; in Canada's digital transformation and Canadian innovation; and in building infrastructure for a dynamic, growing country.

The Government of Canada is continuously modernizing and improving the way it delivers programs and services to Canadians. As we have seen over the last year, fast and efficient government services and programs are critical to helping Canadians and businesses through challenging times. Budget 2021 moves forward with a plan to ensure Canadians have reliable and secure digital access to more government services.

The pandemic has hastened the economy's digital transformation as companies, workers, and consumers conduct more and more business online. From 2002 to 2019, labour productivity in digitally intensive industries grew 3.5 times faster than in non-digitally intensive industries. And over the course of the pandemic, digitally intensive businesses actually grew, even though hours worked were down. Building a digital economy is critical to growing a more prosperous Economy. Canadian

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businesses need to adopt new technologies and digitize to meet customer needs and stay competitive. Embracing these changes also makes our businesses more efficient and more productive, and therefore more prosperous—and able to create more Canadian good middle-class jobs.

Budget 2021 proposes investments in physical and digital infrastructure and other measures to transform our borders and ensure that trade and travel continue to drive Canada's economy.

Specifically, the Government of Canada commits to advance the following digital government initiatives in Budget 2021:

- The [Canada Emergency Wage Subsidy](#), a digital platform delivering wage subsidies, has helped more than 5.3 million Canadians keep their jobs, and the Canada Emergency Rent Subsidy and Lockdown Support have helped more than 154,000 organizations with rent, mortgage, and other expenses. Budget 2021 proposes to extend the wage subsidy, the rent subsidy, and Lockdown Support until September 25, 2021.
- To make sure small business and independent entrepreneurs can access the capital they need to recover, innovate, and grow in the long-term, Budget 2021 proposes to improve the Canada Small Business Financing Program. These proposed amendments are projected to increase annual financing by \$560 million, supporting approximately 2,900 additional small businesses.
- To fuel the recovery, jobs, and growth, the government is launching the Canada Digital Adoption Program, which will create thousands of jobs for young Canadians and help as many as 160,000 small and medium-sized businesses adopt new digital technologies. Eligible businesses will receive micro-grants and access to zero-interest financing to help offset the costs of going digital—and be able to access support from digital trainers within a network of up to 28,000 well trained young Canadians. This ground-breaking new program will help Canadian small businesses become more efficient, go digital, take advantage of e-commerce, and become more competitive in Canada and abroad. Increased funding for the Venture Capital Catalyst Initiative will help provide financing to innovative Canadian businesses, so they can grow and create well-paying jobs in Canada.
- To provide affordable financing, increase data, and strengthen capacity within the entrepreneurship ecosystem, Budget 2021 proposes to provide up to \$146.9M over four years, starting in 2021-22, to strengthen the Women Entrepreneurship Strategy. Women entrepreneurs would have greater access to financing, mentorship, and training. Funding would also further support the Women Entrepreneurship Ecosystem Fund and the Women Entrepreneurship Knowledge Hub.
- Budget 2021 also proposes to provide \$105.3M over five years, starting in 2021-22, with \$28.7M in remaining amortization and \$10.2M per year ongoing to Transport Canada to collaborate with international partners to further advance the Known Traveller Digital Identity pilot project, which will test advanced technologies to facilitate touchless and secure air travel.

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- Budget 2021 proposes to invest \$298M over three years, beginning in 2021-22, through Employment and Social Development Canada, in a new Skills for Success program that would help Canadians at all skills levels improve their foundational and transferable skills. This includes digital skills.
- The CanCode program helps young people gain coding and digital skills needed to succeed in a 21st century economy. It provides training support for their teachers, and has a special focus on reaching young people who are traditionally underrepresented in science, technology, engineering and mathematics, such as girls and Indigenous youth. Budget 2021 proposes to provide \$80 million over three years, starting in 2021-22, to Innovation, Science and Economic Development Canada, to help CanCode reach 3 million more students—with an even greater focus on underrepresented groups—and 120,000 more teachers.
- Budget 2021 reiterates the government’s commitment to making legislative changes to improve labour protection for gig workers, including those who work through digital platforms. Following the conclusion of consultations recently launched on this topic by the Minister of Labour, the government will bring forward amendments to the Canada Labour Code to make these new, modernized protections a reality.
- Budget 2021 proposes to provide \$17.6M over five years, starting in 2021-22, and \$3.4M per year ongoing, to create a Data Commissioner. The Data Commissioner would inform government and business approaches to data-driven issues to help protect people’s personal data and to encourage innovation in the digital marketplace. Budget 2021 also proposes to provide \$8.4M over five years, starting in 2021-22, and \$2.3M ongoing, to the Standards Council of Canada to continue its work to advance industry-wide data governance standards.
- The digital infrastructure that supports Canada’s immigration system must be responsive and sustainable to ensure public confidence and support growing visitor, immigration, and refugee levels. A secure, stable, and flexible enterprise-wide digital platform that protects people’s information will improve application processing and help Canada remain a destination of choice. Budget 2021 proposes to invest \$428.9M over five years, with \$398.5M in remaining amortization, starting in 2021-22, to develop and deliver an enterprise-wide digital platform that would gradually replace the legacy Global Case Management System. This will enable improved application processing and support for applicants, beginning in 2023.
- As our society becomes increasingly digital, the government must continually assess emerging cyber security threats and ensure that the government can respond and protect Canadians and Canadian businesses. Budget 2021 proposes to provide \$4.1M over five years, starting in 2021-22, and \$1.0M ongoing, for Public Safety Canada to continue the cyber security and cybercrime survey program.
- The current COVID-19 crisis has accelerated the adoption of digital payments and highlighted the need to have safe and reliable digital payments. The government will work with provincial partners to introduce legislation to implement a new retail payments oversight framework that would promote growth, innovation, and competition in digital payment services while making these payments services safer and more secure for consumers and businesses. In

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doing so, the government will work with provincial partners in recognition of complementary objectives and powers in this area.

- The COVID-19 pandemic highlighted the need to accelerate the government's commitment to implementing a real-time e-payroll solution that will reduce red tape, and increase the delivery, speed, and accuracy of services and benefits. E-payroll is a "tell-us-once" approach that will streamline employer reporting by collecting electronic payroll, employment, and demographic data directly from businesses in real-time. E-payroll will save time for Canadian businesses, especially small businesses. In response to the pandemic, countries with some form of a real-time payroll data reporting system had greater accuracy with targeting support and benefits and were able to deploy benefits rapidly. The government is committed to a modernized benefits delivery platform that can target support when Canadians need it most and will ensure all Canadians are receiving all the benefits they are entitled to. Budget 2021 proposes to provide \$43.9M over three years, starting in 2021-22, for the Canada Revenue Agency (CRA) to accelerate the ongoing work with Digital Government and Employment and Social Development Canada (ESDC), and to develop the first phase of an e-payroll solution through the testing of prototype options for the implementation of a real-time e-payroll solution for the Government of Canada.
- The Canadian Digital Service was established in 2017 to design and deliver digital government services. During the pandemic, its services and expertise were more vital than ever. It launched the COVID Alert App, used by more than 6 million people in Canada and providing over 26,000 exposure notifications, helping to prevent tens of thousands of possible outbreaks in our communities. It also accelerated the development of GC Notify, a platform to provide vital email and text messaging services for an array of COVID-19 services, showcasing how effective design and delivery can serve Canadians. To make sure that the Canadian Digital Service can meet the growing needs of Canadians and Canadian businesses. Budget 2021 proposes to provide \$88M over four years, starting in 2022-23, and \$25.8M ongoing, to the Treasury Board of Canada Secretariat to renew and expand the capacity of the Canadian Digital Service and further improve how the government delivers digital services to Canadians.
- COVID-19 has significantly affected the way the federal government operates, with a greater reliance on digital and virtual interaction, reducing the need for travel. Budget 2021 proposes to reduce the operating budgets of the departments and agencies with the highest historical travel costs, resulting in combined savings of \$1.1B over five years, starting in 2021-22, and \$222.5M per year ongoing. These savings will be in the interests of Canadian taxpayers and offset increased costs and requirements related to the pandemic, particularly upgrades to Government of Canada IT systems.

8. Is there a specific post-COVID-19 digital strategy for recovery and allocation of public resources (e.g. for digital transformation, digital inclusion)? Please provide link and detail.

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Please note responses to question 7, which also apply to this question.

C. Legal Framework

9. Is there any legislation, law or regulation on access to information, such as a Freedom of Information Act? *

Yes No

If yes, please provide link and detail.

The [Access to Information Act](#) gives Canadian citizens, permanent residents and any person or corporation present in Canada a right to access records of government institutions that are subject to the Act. This includes over 300 federal institutions, including departments, agencies, Crown corporations and statutory bodies. The *Access to Information Act* also requires the proactive publication of specific information known to be of interest to the public, to provide greater government transparency and accountability. This is complemented by the [proactive disclosure](#) of information that is required to be disclosed pursuant to other Acts or policies such as government acts of founded wrongdoing.

In order to provide services to Canadians, the Government of Canada may collect personal information. The [Privacy Act](#) requires government institutions protect personal information under its control and gives Canadian citizens, permanent residents and individuals present in Canada the right of access to, and correction of, their personal information held by government institutions that are subject to the Act.

10. Is there any legislation, law or regulation on data privacy and/or protection? *

Yes No

If yes, please provide link and detail.

The [Privacy Act](#) requires that government institutions protect personal information under its control and applies to over 300 federal institutions, including departments, agencies, Crown corporations and statutory bodies. While the Act does not specifically take into consideration our modern digital context, it does provide protections for the collection, use, retention and disclosure of personal information (including data) in the public sector. In addition, it provides authorities for the agent of Parliament responsible for the oversight of the legislation.

In respect to regulatory frameworks specific to the private sector, the [Personal Information Protection and Electronic Documents Act](#) (PIPEDA) sets the ground rules for how private-sector organizations collect, use, and disclose personal information in the course of for-profit, commercial activities across Canada. It also applies to the personal information of employees of federally regulated businesses such as banks, airlines and telecommunications companies.

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11. Is there any legislation, law or regulation on cybersecurity or similar? *

Yes No

If yes, please provide link and detail.

[Canada's National Cyber Security Strategy](#) is Canada's Vision for Security and Prosperity in the Digital Age. The Strategy is the roadmap for Canada's path forward on cyber security, and is designed to meet the objectives and priorities of Canadians. To realize our vision, the Government of Canada and its partners will work together across three themes:

- **Security and Resilience:** Through collaborative action with partners and enhanced cyber security capabilities, we will better protect Canadians from cybercrime, respond to evolving threats, and defend critical government and private sector systems.
- **Cyber Innovation:** By supporting advanced research, fostering digital innovation, and developing cyber skills and knowledge, the federal government will position Canada as a global leader in cyber security.
- **Leadership and Collaboration:** The federal government, in close collaboration with provinces, territories, and the private sector, will take a leadership role to advance cyber security in Canada and will, in coordination with allies, work to shape the international cyber security environment in Canada's favour. In a dynamic cyber security environment, the Government of Canada's approach will be rooted in a sustained commitment to:
 - Protect the safety and security of Canadians and our critical infrastructure
 - Promote and protect rights and freedoms online
 - Encourage cyber security for business, economic growth, and prosperity
 - Collaborate and support coordination across jurisdictions and sectors to strengthen Canada's cyber resilience
 - Proactively adapt to changes in the cyber security landscape and the emergence of new technology

Further, the [National Cyber Security Action Plan](#) (2019-2024), lays out the specific initiatives planned over the coming five years to bring the strategy to life. In government, the private sector and our personal use, the plan is intended to empower Canadians to improve their cyber security and market their cyber skills and innovations to the world – generating well-paid middle-class jobs and a more prosperous Canada. The National Cyber Security Action Plan (2019-2024) for Canada's new Cyber Security Strategy, is a blueprint for the implementation of the Strategy. It sets out the initiatives and milestones supporting each of our three goals, and presents a roadmap of how we will achieve and maintain our vision of security and prosperity in the digital age.

12. Is there any legislation, law or regulation on digital identity? *

Yes No

If yes, please provide link and detail.

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Although the Government of Canada does not have any legislation, law, or regulation on digital identity, the Government of Canada has put mechanisms into place to reach this desired goal of a digital identity.

The [Pan-Canadian Trust Framework model](#) consists of a set of agreed-on concepts, definitions, processes, conformance criteria, and an assessment approach. The PCTF facilitates this common approach between the public sector and the private sector which consists of a set of agreed-on concepts, definitions, processes, conformance criteria, and an assessment approach.

The PCTF ensures alignment, interoperability, and confidence of digital identity solutions that are intended to work across organizational, sectoral, and jurisdictional boundaries. In addition, the PCTF supplements existing legislation, regulations, and policies. Achievements and next steps for the PCTF can be found [here](#).

The Government of Canada is working with sub-nationals, through its membership to the [Chief Information Officer Strategy Council](#) on a Canadian ecosystem of digital identity with provinces and territories, including both individuals and businesses.

- In support of this work, the Council announced a new [National Standard for Digital Trust and Identity](#). “The National Standard of Canada, **CAN/CIOSC 103-1, Digital trust and identity – Part 1: Fundamentals**, specifies minimum requirements and a set of controls for creating and maintaining trust in digital systems and services that, as part of an organization’s mandate, assert and or consume identity and credentials in data pertaining to people and organizations. It codifies state of the art thinking as an official Canadian standard and aims to accelerate the adoption of the Pan Canadian Trust Framework in Canada, while providing needed flexibility for Canadian businesses exporting products and services globally.”

13. Is there any legislation, law or regulation on digital signature? *

Yes No

If yes, please provide link and detail.

In September 2017, the Treasury Board of Canada Secretariat [provided guidance on e-signatures](#) to all Departmental Security Officers. The guidance document is intended for Government of Canada departments and agencies contemplating the use of electronic signatures in support of their day-to-day business activities. This is a living document that will evolve over time in response to lessons learned, changes in relative legislative requirements or future technological advancements in the electronic signature area. It should be noted that nothing stated within this document is intended to replace or override existing legislation or policy.

Further, part 2 of the the [Personal Information Protection and Electronic Documents Act](#) (PIPEDA), governs the acceptance of electronic documents and electronic signatures in relation to the use of electronic alternatives pertaining to the collection, use, and disclosure personal information in the course of for-profit, commercial activities across Canada.

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14. Is there any legislation, law or regulation on e-procurement? *

Yes No

If yes, please provide link and detail.

There is not any legislation, law or regulation pertaining specifically to e-procurement; however, key government policy instruments governing general procurement activities such as the [Public Works and Government Services Canada \(PWGSC\) policies](#) and the [Treasury Board Policy Framework for the Management of Assets and Acquired Services](#) are applicable to e-procurement.

In addition, Public Services and Procurement Canada (PSPC) has launched the [Electronic Procurement Solution](#) (EPS) project, a modern, cloud-based EPS. PSPC has moved federal procurement online and changing the way government and suppliers interact to buy and sell goods and services. Procurement practices will become more accessible and less administratively burdensome, while also encouraging greater competition, and including practices that support Canada's economic policy goals. It will be easier and faster for suppliers, including small and medium-sized enterprises, to do business with the government. The EPS will also help improve data quality.

Further, Canada's government procurement obligations under its trade agreements require that if an e-procurement system is adopted, it needs to support the posting of electronic tender information and publication of contract award information for trade covered procurements in accordance with the trade agreements requirements. The procurement processes within the system also need to be consistent with the bid tendering, evaluation and contract award procedural rules under the respective trade agreements.

The international trade agreements require that e-procurement transactions be conducted using information technology systems and software, including those related to authentication and encryption of information, that are generally available and interoperable with other generally available systems and software. The system will also need to maintain the integrity of requests for participation and tenders, including establishment of the time of receipt and the prevention of inappropriate access.

The Comprehensive Economic and Trade Agreement requires Canada to establish a single point of access electronic tendering system by September 2022 whereby all notices of intended procurement from covered central, sub-central and other government entities are accessible free of charge. This portal is currently being developed by PSPC under the E-procurement solution initiative.

15. Is there any legislation, law or regulation on digitally publishing government expenditure? *

Note: This is related to SDG Indicator 16.6.1

Yes No

If yes, please provide link and detail.

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The [Financial Administration Act](#) (FAA), which guides the work of public servants and provides the cornerstone of the legal framework for financial management within the Government of Canada, contains provisions that require the publication of the audited financial statements.

In addition, Part 2 of the [Access to Information Act](#) requires the proactive publication of travel expenses, hospitality expenses, contracts over 10K and grants and contributions over \$25k for federal institutions subject to the Act.

Relying on publications such as Public Accounts, Estimates, and Departmental Plans, the Government of Canada's [GC InfoBase](#) transforms complex federal data into simple visual stories for Canadians. The data in GC InfoBase is typically updated shortly after the associated reports are tabled in Parliament. These reports are available in their original form through the [Government of Canada Publications website](#).

Further, all [federal budgets](#) are released online.

16. Is there any legislation, law or regulation on data sharing/exchange/interoperability across government agencies? *

Yes No

If yes, please provide link and detail.

No, but the Government of Canada has published [Guidance on Preparing Information Sharing Agreements Involving Personal Information](#). This guidance is for public bodies and organizations that are interested in sharing personal information. It describes information sharing and explains the role and value of information sharing agreements (ISAs) to ensure compliance with the *Privacy Act*. It also recommends provisions that should be included in an ISA.

In addition, the [Directive on Service and Digital](#) includes [Mandatory Procedures on Application Programming Interfaces](#), notably the requirement that APIs be developed following the Government of Canada's Digital Standards, that they be built following the RESTful model by default, and that they respond with message schemas that are well-defined and easy to understand.

17. Is there any legislation, law or regulation on open government data? *

Yes No

If yes, please provide link and detail.

No, but the [Policy on Service and Digital](#) requires that all applicable Government of Canada organizations prioritize departmental information and data, to the end of maximizing the release of such information and data as an open resource, discoverable through the Open Government portal. The policy is further articulated through the [Directive on Open Government](#), which aims to ensure that Canadians are able to find and use Government of Canada information and data to support accountability, to facilitate value-added analysis, to drive socio-economic benefits through reuse, and to support meaningful engagement with their government.

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18. Is there any legislation, law or regulation on the use of new/emerging technologies such as artificial intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? *

Yes No

If yes, please provide link and detail.

The Government of Canada is increasingly [looking to utilize artificial intelligence](#) to make, or assist in making, administrative decisions to improve service delivery. The Government of Canada is committed to doing so in a manner that is compatible with core administrative law principles such as transparency, accountability, legality, and procedural fairness. The Treasury Board [Directive on Automated Decision-Making](#) sets out rules to support the responsible use of artificial intelligence in this context of administrative decisions on external services. Understanding that this technology is changing rapidly, the Directive on Automated Decision-Making will continue to evolve to ensure that it remains relevant.

The Government of Canada has issued [guidance on the use of cryptocurrencies](#).

5G development is supported by Canada's [Digital Charter](#), which prioritizes access and connectivity to the digital world. Further, the Government of Canada is conducting an [ongoing examination](#) of emerging 5G technology and the associated economic opportunities and security risks. Particular consideration is being afforded to foreign and defence policy, economic, legal, national security, and technical implications. Public Safety Canada, Innovation, Science and Economic Development Canada, the Communications Security Establishment, the Canadian Security Intelligence Service, the Department of National Defence, Global Affairs Canada and the Privy Council Office have been working closely to consider every dimension to this complex situation.

The Government of Canada launched [informative guidance](#) on IoT for Small and Medium Organizations.

In addition, [Bill C-11](#), which is the legislation to support implementation of the [Digital Charter](#), contains a provision related to automated decision making, in the context of the private sector. It is currently in second reading in the House of Commons and waiting to be passed.

D. Strategy and Implementation

19. Is there a national e-government strategy or equivalent? *

Yes No

If yes, please provide link and detail.

[The Government of Canada's Digital Operations Strategic Plan \(DOSP\) for 2021–2024](#) fulfils the responsibility of the Chief Information Officer of Canada, set out in the Treasury Board Policy on

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Service and Digital, for “approving an annual, forward-looking 3-year enterprise-wide plan that establishes the strategic direction for the integrated management of service, information, data, information technology (IT) and cybersecurity.” In line with the [GC Digital Standards](#), the Treasury Board of Canada Secretariat designed the plan with users in mind. It incorporates feedback received on previous strategic plans and complements other key policies, guidelines, plans and strategies that set out the requirements for departments’ planning processes (see [Appendix A](#)). DOSP 2021-2024 builds on the vision and direction established in DOSP 2018-2022 and sets priorities and actions under four strategic pillars:

1. Modernize IT legacy systems
2. Improve services
3. Implement enterprise
4. Transform the institution

This DOSP recognizes the progress achieved, sets government wide priorities and lists key activities for departments and agencies, including those that serve other government organizations by working to modernize service delivery, improve sustainability and promote digital stewardship. These priorities and activities will help departments move toward digital program and service delivery for Canadians. Our priorities include:

- making investments so that the Government of Canada has easy-to-use, reliable, modern and secure IT systems, networks and infrastructure that support whole-of-government operations
- developing and delivering services that, by design, put users first by being accessible, inclusive, secure and easy to use, and that respect privacy and choice of official language
- improving data-driven decision-making
- getting the most value for the public from the data and information the Government of Canada holds
- modernizing funding and procurement approaches to support more agile execution practices
- acting ethically and in environmentally sustainable ways

Further, the [Government of Canada’s Digital Standards](#) form the foundation of the government’s shift to becoming more agile, open, and user-focused. They will guide teams in designing digital services in a way that best serves Canadians. These digital standards were co-created with the public and key stakeholder groups. They are living standards and they will continue to evolve over time as we better understand the complexities involved in putting them into practice.

Departments will develop their own integrated plans that align with the DOSP and that support their departmental mandates and requirements. TBS will update the DOSP annually, to address any emerging priorities and actions, and will prepare an annual progress report.

Recently, the Minister of Digital Government released the Digital Government Strategy [“Secure, Reliable and Easy to Access: Transforming your Experience with the Government of Canada”](#)

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The first iteration of the strategy details the work underway to modernize the digital capabilities of the federal government to deliver quality digital services to Canadians. Under the strategy, the work is organized into four areas:

- Modernizing the way we replace, build, and manage major IT systems
- Providing services to people when and where they need them
- Taking a coordinated approach to digital operations
- Transforming how we work by tackling long-standing institutional barriers to change and innovation

The Digital Government Strategy is operationalized through the DOSP 2021–2024, mentioned above, and supported by other foundational policy pieces, such as the Digital Standards, and the Policy and Directive on Service and Digital.

20. How long is the period/cycle of the national e-government strategy or equivalent? *

Two-year

Three-year

Five-year

Ten-year

Other _____

21. Is the national e-government strategy guided by or aligned with the national development strategy?

Please provide link and detail.

No

22. Is the national e-government strategy guided by or aligned with the Sustainable Development Goals (SDGs)? Please provide link and detail.

The Government of Canada's DOSP has elements which are aligned with SDG 9: Industry, Innovation and Infrastructure. The Government of Canada is working to promote innovative sustainable technologies and universal access to information.

- DOSP Priority 3.2.: Plan and govern for the sustainable and integrated management of service, information, data, IT and cybersecurity.
- Reference the DOSP 2018 Action item 43: Enhance online infrastructure to enable departments to release their data and information is directly aligned with SDG 9 as the Government of Canada continues to push the agenda on sustainable innovation through activities such as moving from legacy data centres to cloud technology which is guided by the [Cloud Adoption Strategy](#).

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23. Does the national e-government strategy make specific reference to or is aligned with sub-national/local e-government development strategy? Please provide link and detail.

In the new Digital Government Strategy "[Secure, Reliable and Easy to Access: Transforming your Experience with the Government of Canada](#)", the Government of Canada outlines the importance of working better with the provinces, territories and municipalities to ensure that services from all levels of government are consistent and efficient. The Government of Canada, through this Strategy, will take a people-centered approach by frequently engaging Canadians to ensure we are working in agile manner to meet the needs of our users and break down IT silos.

Sub-national and local governments are responsible for making and implementing their own e-government strategies. The Government of Canada engages regularly through a number of formal and informal bodies to advance digital government across the federation. These include the [Public Sector Chief Information Officer Council](#), the [Chief Information Office Strategy Council](#).

24. Does the national e-government strategy make specific reference to e-participation, engagement and/or digital inclusion? Please provide link and detail.

The second of the six strategic themes of the DOSP is "An open, collaborative and accessible government". It states: "An open, collaborative and accessible government that is accountable to Canadians, shares information with them, engages them in policy development and service co-design, and works with inclusion and accessibility in mind."

The fifth of six themes is "[A digitally enabled public service](#)" which states: "A digitally enabled public service with the skills, the tools, the values and the mindset public servants need to enable a digital government, to deliver digital services, and to work openly and collaboratively. Both professional development and smart recruitment will play a role in this strategic focus, with the latter presenting an opportunity to promote diversity and inclusion."

25. Does the national e-government strategy make specific reference to a national data governance framework or similar? Please provide link and detail.

National data governance is generally covered within the pillars of the DOSP. For example, pillar 2 explains that the Government of Canada must "take an enterprise view to using data and information to fuel a seamless, 'tell-us-once' experience." More specifically, Priority 2.2. outlines that the Government of Canada needs to maximize public value of data and information. To achieve Priority 2.2, the Government of Canada is developing and implementing enterprise standards for data and information accessibility, exchange and reuse, while protecting privacy and personal information and is enabling the secure, seamless and real-time exchange of data across government departments and with external partners and trusted institutions.

Canada's [Digital Charter](#) notes that data is now a resource that companies use to be more productive and to develop better products and services, unleashing a digital revolution around the world. In this digital world, Canadians must be able to trust that their privacy is protected, that their data will not be misused, and that companies operating in this space communicate in a simple and

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straightforward manner with their users. This trust is the foundation on which our digital and data-driven economy will be built. Data is included in almost each of the 10 Charter principles, including:

- Control and Consent: Canadians will have control over what data they are sharing, who is using their personal data and for what purposes and know that their privacy is protected.
- Transparency, Portability and Interoperability: Canadians will have clear and manageable access to their personal data and should be free to share or transfer it without undue burden.
- A Level Playing Field: The Government of Canada will ensure fair competition in the online marketplace to facilitate the growth of Canadian businesses and affirm Canada's leadership on digital and data innovation, while protecting Canadian consumers from market abuses.
- Data and Digital for Good: The Government of Canada will ensure the ethical use of data to create value, promote openness and improve the lives of people—at home and around the world.

26. Does the national e-government strategy make specific reference to national digital identity? Please provide link and detail.

Within Pillar 1 and 2 of the DOSP, the Government of Canada outlines the importance of protecting Government of Canada devices, systems and information throughout their life cycle. The Government of Canada will use an information-centric security model that is supported by a trusted digital identity. This will involve establishing the OneGC platform, a single window on Canada.ca to access integrated Government of Canada services using any device implementing a common and secure approach to digital identity using a single trusted sign-in to authenticate and verify the identity of individuals and businesses that access government services online.

In addition, outlined in the new Digital Government Strategy [“Secure, Reliable and Easy to Access: Transforming your Experience with the Government of Canada”](#) the Government of Canada is working with the provinces and territories through a series of case studies to examine and inform the future of digital identity.

- Alberta and British Columbia issued digital identities (MyAlberta Digital IDentity and BC Services Card) and integrated them with CRA and Service Canada, giving holders of these digital identities rapid access to federal government programs such as Employment Insurance and the Canadian Emergency Response Benefit.
 - A digital identity pilot project launched in the summer of 2019 enabled people in Alberta to log in to Government of Canada online services using their MyAlberta Digital Identity
 - Another project, launched in February 2020, saw the British Columbia government and the Canada Revenue Agency enable access to CRA’s My Account and the CERB with the BC Services card

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27. Does the national e-government strategy make specific reference to digital-by-default/digital-by-design/digital-first principle or similar? Please provide link and detail.

Yes, this can be found in the context section of the [Digital Operations Strategic Plan: 2021–2024 - Canada.ca](#).

The Government of Canada believes that government in the 21st century means seamlessly delivering programs and services that, by design are digitally enabled, client-driven, inclusive and accessible, and that address security and privacy concerns. Placing a premium on accelerating our digital transformation to meet changing public expectations, optimize value, and become nimbler so that it can adapt faster.

In the [2020 Speech from the Throne](#), the government committed to ensuring that all Canadians, no matter where they live, have access to high-speed Internet. It also committed to making generational investments to update outdated IT systems to modernize the way government serves Canadians, from the elderly to the young, and from people looking for work to those living with a disability.

28. Does the national e-government strategy make specific reference to data-once-only principle or similar? Please provide link and detail.

No

29. Does the national e-government strategy make specific reference to the use of new/emerging technologies such as artificial Intelligence (AI), robotics, blockchains, 5G and Internet of Things (IoT)? Please provide link and detail.;

Artificial intelligence (AI); link/detail: [Digital Operations Strategic Plan: 2021–2024 - Canada.ca](#)

Robotics; link/detail: _____

Blockchains; link/detail: [Digital Operations Strategic Plan: 2021–2024 - Canada.ca](#)

5G; link/detail: _____

Internet of Things (IoT); link/detail: _____

Others; link/detail: [Canada's Digital Charter: Trust in a digital world, Building a foundation of trust](#)

30. Is the national e-government strategy aligned to any regional or global guidelines, recommendations or goals (e.g. United Nations, African Union, European Union, OECD)? Please provide link and detail.

Canada's [Digital Operations Strategic Plan](#) guides the Government of Canada's engagement with these regional and global organizations. As noted in the context section of the [Digital Operations Strategic Plan: 2021–2024 -](#), Canada plays a leadership role on digital government internationally, through forums such as the Digital Nations, the International Council for Information Technology in Government Administration (ICA), the Organisation for Economic Co-operation and Development (OECD), and the United Nations.

All the principles and initiatives included in Canada's [Digital Operations Strategic Plan](#) align with the priorities of our regional and global allies and like-minded partners, and do not convene any of these

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documents (e.g., [Digital Nations Charter](#)). All of these fora, like Canada, seek to leverage digital government to improve the lives of citizens.

31. Does the Government use any foresight tools, such as scenario planning, in visioning the future of digital government? Please provide link and detail.

[Policy Horizons Canada](#) is a federal government organization that conducts foresight. Their mandate is to help the Government of Canada develop future-oriented policy and programs that are more robust and resilient in the face of disruptive change on the horizon. To fulfill this mandate, they:

- Analyze the emerging policy landscape, the challenges that lie ahead, and the opportunities opening up.
- Engage in conversations with public servants and citizens about forward-looking research to inform their understanding and decision making.
- Build foresight literacy and capacity across the public service.

Some examples of the work Policy Horizons has done include:

- [Next Digital Economy](#)
- [Exploring Biodigital Convergence](#)
- [MetaScan 2: Building Resilience in the Transition to a Digital Economy and a Networked Society](#)
- [Reflections: Digital technologies impact financial market behaviors](#)
- [Foresight on COVID-19: Possible Shifts and Implications](#)
- [Canada and the Changing Nature of Work](#)
- [Canada 2030: Scan of Emerging Issues - Infrastructure](#)

32. Does the Government have any measure in policy experimentation and/or regulatory sandboxes in using digital technologies? Please provide link and detail.

Implementing innovation and experimentation can be complex in a context where enterprise-wide standardization is prioritized to achieve increased interoperability and other government-wide outcomes, such as improved government services and operations.

At government-wide level, the Policy on Service and Digital (4.2.3.8) assigns the CIO of Canada with responsibility for supporting innovation and experimentation in digital government and digital technologies. The CIO of Canada fulfils this role by providing tools and guidance in support of innovation and experimentation, including establishing guidance on open-source and open-standard applications, and agile application development. At the departmental level, the process of providing the appropriate level of support to take an idea, refine it, experiment with it and turn it into a real solution is what this requirement is about.

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In TBS's [Experimentation Direction for Deputy Heads: December 2016](#), experimentation is defined as "testing new approaches to learn what works and what does not work using a rigorous method." This direction identifies possible features that an experimentation project could have, as well as potential innovative approaches, including tools and methods. In this direction, innovation is regarded as finding new ways to address problems. Experimentation is vital to innovation because turning an idea or concept into a meaningful reality must be tested before release.

Technologies are constantly changing and the operational necessities of managing an organization present little opportunity to research and implement new technologies. Therefore, deputy heads need to support specific activities to review, assess and potentially adopt new methods to better support departmental priorities and improvements to services and operations in the long run.

The benefits of exploring innovation and experimentation include:

- finding new ways to address persistent problems that traditional approaches have failed to solve
- generating evidence to learn what works and it inform decision-making
- delivering services to the public using tools that are modern and effective to meet client expectations
- empowering employees to bring forward new ideas
- keeping pace with rapidly evolving technological changes and avoiding the use of outdated tools

The Government of Canada has committed to devoting a fixed percentage of program funds to experimenting with new approaches and measuring impact.

The [Policy on Results](#), effective July 1, 2016, sets out the fundamental requirements for Canadian federal departmental accountability for performance information and evaluation, while highlighting the importance of results in management and expenditure decision making, as well as public reporting. The Experimentation Direction for Deputy Heads, mentioned above, leverages this policy to establish evaluation and impact measurement strategies to strengthen the experimentation evidence base.

E. Digital Inclusion and E-Participation

Note: Vulnerable groups include women, older people, youth, people with disabilities, migrants, minorities and others

33. Is there a national policy/strategy or similar in ensuring digital inclusion and leaving no one behind?*

Yes No

If yes, please provide link and detail.

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In November 2020, the government proposed the [Canada's Digital Charter](#) which takes a number of important steps to ensure that Canadians will be protected by a modern and responsive law and that innovative businesses will benefit from clear rules, even as technology continues to evolve. The first principle is Universal Access which describes that all Canadians will have equal opportunity to participate in the digital world and the necessary tools to do so, including access, connectivity, literacy and skills.

In Budget 2021, the government proposed to provide:

- An additional \$1 billion to the Universal Broadband Fund to support broadband projects to ensure that all Canadians, no matter where they live, have access to high-speed internet.
- \$456.3 million to benefit all Canadians through more secure and reliable digital government services and internal operations. Persons with disabilities, over the age of 60, or living in rural or remote areas may benefit most from investments in networking and digital applications if they have difficulty accessing government services in person.
- \$88 million to renew and expand the capacity of the Canadian Digital Service (CDS) and further improve how the government delivers digital services to Canadians. This will directly benefit Canadians and all other users of government on-line services. The CDS focuses on services that achieve high standards of accessibility, on meeting the needs of diverse populations and on those who might be otherwise underserved or marginalized.
- \$428.9 million to develop and deliver an enterprise-wide digital platform that would gradually replace the legacy Global Case Management System. This investment will benefit newcomers by reducing application processing times and making client service and enhanced supports more accessible.

The Government of Canada's [Policy on Service and Digital came into effect on April 1, 2020](#), assigns responsibilities to Deputy heads to ensure the development and delivery of client-centric service by design, including access, inclusion, accessibility, security, privacy, simplicity, and choice of official language.

The [Accessible Canada Act](#) came into effect in July 2019, and requires all entities under federal jurisdiction to identify, prevent, and remove barriers to accessing information and communication technology. The [Accessibility Strategy for the Public Service](#) identifies action items for making the GC the most accessible public service in the world. It identifies actions items to support the design of accessible programs and services to Canadians and for making GC information and communication technology (ICT) usable by all. These action items are being implemented through multi-stakeholder forum and are being co-designed with persons with disabilities.

In addition, the [Guideline for Making Information Technology Usable by All](#) strongly encourages the use of the EN 301 549 Standard when developing or acquiring information technology. The Government of Canada also published [accessible procurement](#) guidelines to integrate accessibility across the procurement process, which is supported by an Accessible Procurement Resource Centre to assist buyers to integrate accessibility criteria.

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34. Is there a national e-participation policy/strategy or similar? *

Yes No

If yes, please provide link and detail.

National e-participation strategies exist in Canadian legislation as well as Government of Canada strategic direction.

The [Accessible Canada Act](#) came into effect in July 2019, and requires all entities under federal jurisdiction to identify, prevent, and remove barriers to accessing information and communication technology.

The Government of Canada's [Policy on Service and Digital came into effect on April 1, 2020](#), assigns responsibilities to Deputy heads to ensure the development and delivery of client-centric service by design, including access, inclusion, accessibility, security, privacy, simplicity, and choice of official language.

The policy is supported by the [Government of Canada's \(GC\) Digital Standards](#), which guides teams in designing services that are agile, open and user focused. They include 'Build in accessibility from the start', which means that services should be designed with distinct users and meet or exceed accessibility standards.

The [Digital Operations Strategic Plan 2021-2024](#) is the GC Chief Information Officer's forward looking 3 year enterprise wide plan that establishes the strategic direction for the integrated management of service, information, data, information technology (IT) and cybersecurity. The DOSP prioritizes the development of services that are inclusive and accessible by supporting the implementation of the Accessibility Strategy for the Public Service.

The [Accessibility Strategy for the Public Service](#) identifies action items for making the GC the most accessible public service in the world. It identifies actions items to support the design of accessible programs and services to Canadians and for making GC information and communication technology (ICT) usable by all. These action items are being implemented through multi-stakeholder forum and are being co-designed with persons with disabilities.

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35. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

The Government of Canada provides legislative and policy measures to ensure access to government services by vulnerable groups such as persons with disabilities.

The [Accessible Canada Act](#) came into effect in July 2019, and requires all entities under federal jurisdiction to identify, prevent, and remove barriers to accessing information and communication technology.

The [Government of Canada's \(GC\) Digital Standards](#), guide teams in designing services that are agile, open and user focused. They include 'Build in accessibility from the start', which means that services should be designed with distinct users and meet or exceed accessibility standards.

The [Accessibility Strategy for the Public Service](#) identifies action items for making the GC the most accessible public service in the world. It identifies actions items to support the design of accessible programs and services to Canadians and for making GC information and communication technology (ICT) usable by all. These action items are being implemented through multi-stakeholder forum and are being co-designed with persons with disabilities.

For example, as part of the implementation of the Accessibility Strategy, Video Remote Interpretation is being rolled out in 145 Service Canada Centers to provide on-demand sign language interpretation. Those offices have also been outfitted with counter induction loops for those with hearing loss. When conditions permit, Service Canada's 2,800 Client Access Workstations will be reopened to the public with additional accessibility features (for example, accessible keyboards, text-to-speech narrator function).

In addition, the [Guideline for Making Information Technology Usable by All](#) strongly encourages the use of the EN 301 549 Standard when developing or acquiring information technology. The Government of Canada also published accessible procurement guidelines to integrate accessibility across the procurement process, which is supported by an Accessible Procurement Resource Centre to assist buyers to integrate accessibility criteria.

Further, the Government of Canada has adopted a strategy entitled [High Speed for All: A Canadian Connectivity Strategy](#), which sets out a national vision where modern high-speed digital networks are available to everyone, no matter where they live, work or play. The government committed \$1 billion in Budget 2021 towards the Universal Broadband Fund, which seeks to provide high-speed connectivity for all and supports the Strategy.

The strategy commits to bringing universal Internet speeds of 50/10 to all households in rural and remote areas and Aboriginal communities, and to strengthening cellular coverage for Canadians

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As well, the government has a \$500 million *Connect to Innovate* program that extends high-speed Internet access to more than 900 rural and remote communities and 380,000 households. This includes 190 Aboriginal communities across Canada.

Also, the government uses [Gender-based Analysis Plus \(GBA+\)](#) as a mandatory analysis tool that is used in the development of policies, programs and legislation. Enshrined into law in December 2018 through the passing of the [Canadian Gender Budgeting Act](#), this Act legislated a commitment for the Government to publish information on the GBA+ impacts of all new budget measures.

All federal public servants integrate GBA+ into their work by challenging personal assumptions about various groups of women, men and people of different sexes. It provides them with the means to continually improve their work and attain better results for Canadians by being more responsive to specific needs and circumstances while taking into account diverse perspectives.

In Budget 2021, the government proposed to provide \$172 million to support more representative data collection, enhance statistics on diverse populations, and support the government's, and society's, efforts to address systemic racism, gender gaps—including the power gaps between men and women.

Service Canada agents will travel to various locations to deliver services directly to clients, such as; senior's residence shelters, community centres, as well remote, northern and Indigenous communities through the Community Outreach and Liaison Service. In addition, the Service Canada Outreach Support Centre is a specialized call centre available for Indigenous communities and vulnerable clients, including women, who have limited to no access to the internet or face other barriers to accessing service. Toll free contact numbers are available ensuring access to programs, services and benefits when face-to-face interaction is not possible. The service is available Monday through Friday from 7:00 am to 7:00 pm Eastern Time.

36. Does the Government provide any specific e-service(s) for women and other vulnerable groups?

Yes No

If yes, please provide link and detail.

The Government of Canada has [a Minister for Women and Gender Equality and Rural Economic Development](#) and a [Minister of Employment, Workforce Development and Disability Inclusion](#) who have a mandate to ensure that services are equally accessible and available to all women and vulnerable groups and to support investments that advocate for their rights.

Specifically, in response to the COVID-19 pandemic, Service Canada developed an e-service request form. Once a service request is submitted on-line, a Service Canada representative will contact the client within two business days at the phone number provided to facilitate access to programs and services.

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In addition, the Service Canada Outreach Support Centre was launched on April 14, 2020. This is a toll-free service for Indigenous communities and vulnerable clients, such as seniors, women and persons with disabilities, facing barriers to accessing ESDC's programs and benefits.

This Centre has been designed to ensure continuity of service when face-to-face interaction is not possible, specifically for clients who are normally served through the Community Outreach and Liaison Service (COLS).

The Centre connects clients with a live Service Canada staff member and is available from 8:30 am to 4:00 pm, Monday through Friday. The Outreach Support Centre offers a broad range of services including the ability to complete applications for programs and services on behalf of clients over the telephone.

37. Does the Government provide any specific e-participation measure(s) for women and other vulnerable groups? *

Yes No

If yes, please provide link and detail.

The [Government of Canada's \(GC\) Digital Standards](#) support digital government transformation including the principle of 'Build in accessibility from the start'. This means that services should be designed with distinct users and meet or exceed accessibility standards. This is reiterated in the [Digital Operations Strategic Plan 2021-2024](#) is the GC Chief Information Officer's forward-looking 3-year enterprise-wide plan that establishes the strategic direction for the integrated management of service, information, data, information technology (IT) and cybersecurity. The DOSP prioritizes the development of all services that are inclusive and accessible.

The [Accessibility Strategy for the Public Service](#) identifies action items for making the GC the most accessible public service in the world. It identifies actions items to support the design of accessible programs and services to Canadians and for making GC information and communication technology (ICT) usable by all. These action items are being implemented through multi-stakeholder forum and are being co-designed with persons with disabilities.

For example, as part of the implementation of the Accessibility Strategy, Video Remote Interpretation is being rolled out in 145 Service Canada Centers to provide on-demand sign language interpretation. Those offices have also been outfitted with counter induction loops for those with hearing loss. When conditions permit, Service Canada's 2,800 Client Access Workstations will be reopened to the public with additional accessibility features (for example, accessible keyboards, text-to-speech narrator function). In addition, the [Guideline for Making Information Technology Usable by All](#) strongly encourages the use of the EN 301 549 Standard when developing or acquiring information technology.

38. Does the Government provide any specific measure(s) to build digital literacy/skills for women and other vulnerable groups? *

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Yes No

If yes, please provide link and detail.

[Canada's Innovation and Skills Plan](#) is an ambitious effort to make Canada a world-leading centre for innovation, to help create better, well-paying jobs, and help strengthen and grow the middle class. It particularly aims to make investments to help adult learners retrain or upgrade their skills to adapt to a changing labor market; to help young Canadians get the education, skills and work experience they need to start their careers; and to help women, older workers, Indigenous Peoples and underrepresented groups more fully participate in education and employment opportunities. To ensure that the Innovation and Skills Plan would meet the real needs of Canadian workers and businesses, the Government undertook broad consultations, and heard from more than 100,000 Canadians, including industry leaders, academics, Indigenous leaders and other orders of government. Through those consultations, Canadians made clear their views on what the Government should seek to accomplish. They told the Government that the Plan should be comprehensive and aimed at creating jobs and investing in the services that make our lives better. It should help Canadians adjust and thrive during a period of slow growth and rapid change. And it should ensure that all Canadians—not just a few—benefit from a growing economy. More must be done to give every Canadian—including those who are traditionally underrepresented in the workforce, such as Indigenous Peoples, women, Canadians with disabilities and older workers—greater opportunities to succeed. It's not good enough to build an economy that benefits only a select few. Canada will succeed when all Canadians have a chance to learn, work and help grow the economy.

The [Connecting Families](#) initiative that is providing hundreds of thousands of Canadians with access to high-speed Internet packages for \$10 per month and up to 50,000 free computers to eligible low-income households. With this funding, Computers for Success Canada has developed a secure online portal that will enable eligible Canadian families to access high speed Internet service packages for \$10 per month from participating Internet Service Providers. The Connecting Families initiative will help connect hundreds of thousands of Canadians to the Internet and will distribute up to 50,000 computers to eligible households. These efforts will ensure that more Canadian families and youth have access to the valuable resources available on the Internet and give them access to the tools they need to be successful and thrive.

39. Does the Government use social media platform(s)? *

Yes No

If yes, please provide link and detail if social media is used for (i) e-information; (ii) e-consultation; and/or (iii) e-decision-making

Each department of the federal government is responsible for their own e-consultation and e-decision making. All Government of Canada social media platforms can be found here: <https://www.canada.ca/en/social.html>

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A recent example of a central, Government of Canada led e-consultation, was “[Let’s Talk Budget 2021](#)”. Which is a digital questionnaire where citizens can share their vision and ideas for how we can stimulate job creation, strengthen, and grow the middle class, and build a better economy for everyone.

Please include any guidelines for government officials/institutions on the use of social media.

[This site lists](#) all rules for how the Government of Canada manages websites and corporate social media accounts.

40. Does the Government publish information on how people's voices, including those among women and vulnerable groups, are included in policy decision-making? *

Yes No

If yes, please provide link and detail.

The Government of Canada has been committed to [using GBA+](#) in the development of policies, programs and legislation since 1995. It provides federal officials with the means to continually improve their work and attain better results for Canadians by being more responsive to specific needs and circumstances. The Government of Canada recently renewed its commitment to GBA+ and is working to strengthen its implementation across all federal departments. GBA+ is an analytical process that provides a rigorous method for the assessment of systemic inequalities, as well as a means to assess how diverse groups of women, men, and gender diverse people may experience policies, programs and initiatives. The “plus” in GBA+ acknowledges that GBA+ is not just about differences between biological (sexes) and socio-cultural (genders). We all have multiple characteristics that intersect and contribute to who we are. GBA+ considers many other identity factors such as race, ethnicity, religion, age, and mental or physical disability, and how the interaction between these factors influences the way we might experience government policies and initiatives. Using GBA+ involves taking a gender- and diversity-sensitive approach to our work. Considering all intersecting identity factors as part of GBA+, not only sex and gender, is a Government of Canada commitment.

This [website describes](#) how Canada, through our domestic and international policy and programs, is committed to advancing gender equality, the empowerment of women and girls, and the promotion and protection of their human rights. The Government of Canada empowers women to be equal decision-makers and agents of change in economic, social and political processes.

The [Department of Women and Gender Equality Canada](#) works to advance equality with respect to sex, sexual orientation, and gender identity or expression through the inclusion of people of all genders, including women, in Canada’s economic, social, and political life.

F. Usage, User Satisfaction and Evaluation

41. Does the Government monitor/collect usage statistics of e-government services? *

29

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Yes No

If yes, please provide link and detail.

Yes. The Government of Canada collects and publicly disseminates a broad range of data on its services, including the usage of e-government statistics, on the GC Open Government Portal: [GC Service Inventory - Open Government Portal \(canada.ca\)](#). Also, the GC publishes [Government Service Performance Data](#), which also provides dashboard performance information on the availability of e-services. It contains four years of service data (up to 2019-20) and continues to grow.

42. Does the Government measure user satisfaction of e-government services? *

Yes No

If yes, please provide link and detail.

Yes. The Government of Canada measures user and client satisfaction of e-government services in various ways, from individual department surveys and data collection processes relating to their own programs and services (e.g., see Employment and Social Development Canada (ESDC): [Improving Digital Services](#)) and also measures satisfaction with government services through the Government of Canada Jurisdictional Report, which is conducted by the Institute on Citizen-Centred Services (ICCS) Citizens First and Business First surveys, available at: <https://citizenfirst.ca/research-and-publications/citizens-first/citizens-first-2020>. The surveys provide insights on client satisfaction with a broad range of GC services provided in person, by telephone, and online (see slides 42, 59, and 60).

Does the Government collect usage and/or user satisfaction data with dis-aggregation by gender? *

Yes No

If yes, please provide link and detail.

Yes. The Citizens First survey reports collect usage and user satisfaction data with disaggregation by gender. See above link, in the data appendices.

G. Other information

43. Please provide information about any ongoing global/regional partnership and/or digital cooperation, focusing on e-government and digital technologies (including North-South, South-South, triangular, regional, and international cooperation) *

The Government of Canada maintains strong relationships with many international counterparts on the topic of digital government and digital transformation. For example, the Government of Canada continues a high-level of collaboration with forums such as the United Nations including the UN Environment Programme, the Organization for Economic Cooperation and Development (OECD), [Digital Nations](#) (DN), the International Council for Information Technology in Government Administration (ICA), and the Canadian-Australian Public Policy Initiative (CAPPI). Through these

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forums and reporting tools, Canada increases its visibility and leadership in the area of digital government but also allows Canada to identify areas in which we fall behind on compared to other nations. Through the Digital Nations, the Government of Canada not only maintains a strong leadership role when it comes to organizational governance, but also chairs the Thematic Working Group on Sustainable Government IT.

The Government of Canada is also a longstanding member of G7 and G20 which gives Canada the opportunity to promote and deliver on domestic and international priorities.

The Government of Canada is working to create and strengthen the bilateral relationship with the United States of America, since the Biden Administration took office in January 2021. There is a high-level of importance in building and maintaining close Canada-US ties on issues related to emerging technology, specifically on Artificial Intelligence. Additionally, to support trilateral engagement between Canada, US and Mexico, Canada is looking to re-introduce the idea of a North America (NA) Day, which brings together executive-level delegations from NA to exchange information and best practices on digital government transformation and how these three countries can continue to collaborate to improve service delivery in our respective countries.

The Government of Canada has strong and productive working relationships with provincial and territorial counterparts. Through forums like the Joint Councils, the Public Sector Chief Information Officer Council (PSCIOC) and the Public Sector Service Delivery Council (PSSDC), all provinces and territories come together to discuss individual agendas and priorities on digital government. These councils serve as a platform for collaboration on provincially led digital projects, to determine how these projects and topics of interest can be advanced through the councils.

44. Please provide any other information related to e-government development in your country.

In 2019, the Government of Canada appointed its first stand-alone Minister dedicated to Canada's digital government transformation. The Minister of Digital Government, Ms. Joyce Murray, has developed a Digital Government Vision which includes four pillars to support the digitalization and transformation of government services. These pillars include: 1) Modernizing the way we replace, build, and manage major IT systems 2) Providing services to people when and where they need them 3) Taking a coordinated approach to digital operations 4) Transforming how we work. Through this vision, the Government of Canada is harnessing this momentum to deliver better, faster, more reliable digital services that will improve the lives of Canadians.

Digital government in Canada is guided by the Government of Canada's Digital Standards which form the foundation of the government's shift to becoming more agile, open, and user-focused. The 10 standards guide teams in designing digital services in a way that best serves Canadians. These digital standards were co-created with the public and key stakeholder groups and are considered living standards as we continue to evolve over time as we better understand the complexities

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involved in putting them into practice. The Government of Canada has also produced guidance for each standard, to assist departments with implementing such standards.

Canada is also guided by [Canada's Digital Charter](#). The 10 principles of the Charter will help guide the federal government's work to help address challenges and leverage Canada's unique talents and strengths in order to harness the power of digital and data transformation.

The Data Strategy Roadmap for the Federal Public Service, published in November 2018, provides recommendations to support a coordinated and collaborative approach to using, governing and managing government wide data as a strategic asset while considering privacy, security and ethics.

H. Consent to publish this Questionnaire

I/We authorize UN DESA to publish my/our responses as deemed necessary. *

Yes No

THANK YOU

Thank you for taking time to complete this important questionnaire. We very much appreciate your participation.

Please complete this *OPTIONAL* Respondent Satisfaction Survey: <https://forms.office.com/r/yTrKyZCjdT>

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