



## Member States Questionnaire (MSQ) for the United Nations E-Government Survey 2024

The objective of this questionnaire is to gather information from Member States in preparation of the United Nations E-Government Survey 2024. 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). The United Nations Department of Economic and Social Affairs (UN DESA) 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 2024 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](mailto:loschm@un.org)), Saae Kwon (email [saae.kwon@un.org](mailto:saae.kwon@un.org)) and Enkel Daljani (email [daljani@un.org](mailto:daljani@un.org))

**COUNTRY NAME\***

**Contact information**

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**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.
- 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.\***

Note: E-government and digital government are used interchangeably in this Questionnaire.

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

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

E-services or similar	<a href="https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html">https://www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html</a> <a href="https://www.canada.ca/en.html">https://www.canada.ca/en.html</a>
E-participation or similar	<a href="https://www.elections.ca/home.aspx">https://www.elections.ca/home.aspx</a> <a href="https://census.gc.ca/index-eng.htm">https://census.gc.ca/index-eng.htm</a> <a href="https://www.canada.ca/en/government/system/consultations/consultingcanadians.html">https://www.canada.ca/en/government/system/consultations/consultingcanadians.html</a>
Open government data	<a href="https://open.canada.ca/en">https://open.canada.ca/en</a>
Public procurement	<a href="https://buyandsell.gc.ca/">https://buyandsell.gc.ca/</a>
Others (if any)	

**3. Please provide the 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 Office of the Chief Information Officer within Treasury Board Secretariat is response for e-government. The department is supported by Shared Services Canada and the Canadian Digital Service. Links for the departments' websites are provided below:  
<https://www.canada.ca/en/treasury-board-secretariat.html>  
<https://www.canada.ca/en/treasury-board-secretariat/corporate/organization.html#ocio>  
<https://www.canada.ca/en/shared-services.html>  
<https://digital.canada.ca/>

**4. Does your country have a national 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:

Name\*

Title*	Chief Information Officer of Canada
Organization*	Office of the Chief Information Officer, Treasury Board of Canada Secretariat, Government of Canada
Email*	catherine.luelo@tbs-sct.gc.ca

**5. Are there sectoral/line-ministry/local CIOs or equivalent positions across Government agencies/departments/ministries/jurisdictions? \***

Yes  No

If yes, please provide links and details on the above, including coordination/integration among national and sub-national levels on e-government strategies/programmes.

Treasury Board policy requires Deputy Heads of the Government of Canada to designate a Chief Information Officer (CIO). A list of all CIOs by federal institution can be found here: <https://www.tbs-sct.gc.ca/ap/list-liste/cio-dpi-eng.asp>

**Sectoral agencies/departments/ministries**

**6. Please provide names and portals (links) of the government agencies/departments/ministries at the national level in charge of the following\***

Planning/development	Treasury Board of Canada Secretariat <a href="https://www.canada.ca/en/treasury-board-secretariat.html">https://www.canada.ca/en/treasury-board-secretariat.html</a>  Privy Council Office <a href="https://www.canada.ca/en/privy-council.html">https://www.canada.ca/en/privy-council.html</a>
Education	Education is, for the most part, 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, <a href="#">Health Canada (HC)</a> is the department responsible for national health policy. This responsibility involves extensive collaboration with various other federal- and provincial-level organizations to ensure the safety of food, health, and pharmaceutical products—including the regulation of health research and pharmaceutical manufacturing/testing facilities. In addition, the federal government is responsible for funding First Nations health services.

Social Welfare  
(inclusion, social protection, etc.)

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.

Employment and Social Development Canada  
<https://www.canada.ca/en/employment-social-development.html>

Department of Canadian Heritage  
<https://www.canada.ca/en/canadian-heritage.html>

Employment and Social Development Canada  
<https://www.canada.ca/en/employment-social-development.html>

Women and Gender Equality Canada  
<https://women-gender-equality.canada.ca/en.html>

Immigration, Refugees and Citizenship Canada  
<https://www.canada.ca/en/immigration-refugees-citizenship.html>

Employment and Labour

Employment and Social Development Canada  
<https://www.canada.ca/en/employment-social-development.html>

Environment

Environment and Climate Change Canada  
<https://www.canada.ca/en/environment-climate-change.html>

Justice

Natural Resources Canada <https://www.nrcan.gc.ca/home>  
Department of Justice <https://www.justice.gc.ca/eng/>

Economy/finance

Department of Finance  
<https://www.canada.ca/en/department-finance.html>

Innovation, Science and Economic Development Canada  
<http://strategis.ic.gc.ca/home>

Industry/trade

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

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

Infrastructure Canada

[Infrastructure Canada - Infrastructure Canada](#)

VIA Rail

[About VIA | VIA Rail](#)

Employment and Social Development Canada

[Employment and Social Development Canada - Canada.ca](#)

Sustainable Development Goals (SDGs) [NEW]

Climate Change [NEW]

[Canada and the Sustainable Development Goals - Canada.ca](https://www.canada.ca/en/government/publications/canada-and-the-sustainable-development-goals-2019-2022)

Others (Please specify)

Environment and Climate Change Canada

[Environment and Climate Change Canada - Canada.ca](https://www.ec.gc.ca/environnement)

N/A

## B. Crisis/Emergency Response and Recovery [NEW]

**7. Is there a dedicated specific digital strategy for crisis/emergency response and recovery (e.g. through digital transformation and digital inclusion)? Please provide links and details.[NEW]**

Yes  No

While Canada does not have a dedicated digital strategy for crisis/emergency response and recovery, Canada moved quickly to adopt and use digital technologies during the Covid-19 pandemic to ensure continuity of core government operations for timely service delivery to Canadians. Departments moved quickly to implement work-from-home policies and provide employees with the technology and infrastructure necessary for work (including but not limited to procuring / provisioning thousands of devices and pieces of equipment to address emergency requirements and support critical services, and rapidly deploying new cloud-based collaboration and communication systems government-wide).

That said, Canada has a dedicated emergency management strategy: [Emergency Management Strategy for Canada: Toward a Resilient 2030 \(publicsafety.gc.ca\)](https://www.publicsafety.gc.ca).

**8. Is there a specific national portal addressing crisis/emergency \*? [NEW]**

Yes  No

If yes, please provide a link and more information about the specific national portal or dedicated section addressing crisis/emergency?

[Public Safety Canada - Home](https://www.publicsafety.gc.ca)

Public Safety Canada ensures coordination across all federal departments and agencies responsible for national security and the safety of Canadians. More information on the department's mandate can be found here: [About Public Safety Canada](https://www.publicsafety.gc.ca).

## 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](https://www.atia-aii.gc.ca) 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.

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

Yes  No

If yes, please provide link and detail.

Cybersecurity is regulated through the *Protecting Canadians from Online Crime Act* in addition to the *Criminal Code*. To learn more *Protecting Canadians from Online Crime Act* please visit [https://laws-lois.justice.gc.ca/eng/annualstatutes/2014\\_31/](https://laws-lois.justice.gc.ca/eng/annualstatutes/2014_31/). To learn more about the *Criminal Code*, please visit <https://laws-lois.justice.gc.ca/eng/acts/C-46/index.html>.

[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.

While the response is "no" presently, a national approach for digital credentials is being developed, and consultations to support the development of this strategy are anticipated to begin in 2023. Alignment between Federal and Provincial jurisdictional stakeholders is high on the need for a coordinated approach to these technologies.

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

Yes  No

If yes, please provide link and detail.

Digital signatures are governed by the [Secure Electronic Signature Regulation](#). In September 2017, the Treasury Board of Canada Secretariat [provided guidance on e-signatures](#) to all Departmental Security Officers (the guidance was updated in 2019). 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.



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

Yes  No

If yes, please provide link and detail.

There isn't 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.

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 national data governance, including data sharing/exchange/interoperability across government agencies? \***

Yes  No

If yes, please provide link and detail.

No, but the Government of Canada published its modernized Data Strategy in 2023, which includes modern practices for data sharing, exchange, and interoperability. More information can be found here: [2023–2026 Data Strategy for the Federal Public Service - Canada.ca](#)

The Government of Canada has also 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.

**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.

**19. Is there any legislation, law or regulation on the ethical/responsible use of AI in public administration? [NEW]**

Yes  No

If yes, please provide link and detail.

The GC has tabled Bill C-27, the Digital Charter Implementation Act, 2022 to strengthen Canada's private sector privacy law, create new rules for the responsible development and deployment of artificial intelligence (AI), and continue advancing the implementation of Canada's Digital Charter. As such, the Digital Charter Implementation Act, 2022 introduces three proposed acts: the Consumer Privacy Protection Act, the Artificial Intelligence and Data Act, and the Personal Information and Data Protection Tribunal Act. For more information, please visit the following link: [Bill C-27 summary: Digital Charter Implementation Act, 2022 \(canada.ca\)](#).

As such, the Government of Canada has established principles, policy instruments, tools, and guidance supporting the responsible use of AI in the federal public service. At the center of the federal approach to responsible AI is the [Treasury Board Directive on Automated Decision-Making](#), which establishes rules for ensuring transparency, accountability, and fairness in automated decision-making. The directive is supported by the [Algorithmic Impact Assessment](#), an online questionnaire that allows departments to understand and manage the risks associated with deploying automated decision systems in service contexts. The tool also determines applicable requirements under the directive. For more information on the responsible use of AI, please refer to the following link with the public service: [Responsible use of artificial intelligence \(AI\) - Canada.ca](#)

The Canadian Institute for Advanced Research's (CIFAR) Pan-Canadian AI Strategy serves as a national strategy for driving the adoption of responsible AI across Canada's economy and society. The strategy seeks to mature Canada's national AI ecosystem through programs to enhance Canada's research base and talent pool, and to foster research and knowledge sharing to gain insights on the social implications of AI. CIFAR is a Canadian-based research organization.

## D. Strategy and Implementation

### 20. Is there a national e-government strategy or equivalent? \*

Yes  No

If yes, please provide link and detail.

Digital Government is a priority for Canada, and the Government of Canada currently has in place the [2022 Digital Ambition](#), which built on the vision outlined in [Canada's Digital Government Strategy](#) and is in line with the [GC Digital Standards](#).

The [2022 Digital Ambition](#) provides a clear, long-term strategic vision for the GC to advance digital service delivery, cyber security, talent recruitment, and privacy. It is an annual, forward looking three-year enterprise-wide plan that establishes the strategic direction for the integrated management of service, information, data, information technology and cyber security. The [2022 Digital Ambition](#) consolidates previous priorities into strategic themes that support the government's ongoing digital transformation. In addition to the evolved strategic themes, the priorities within each theme have been organized to align with the GC's goals.

The purpose of these changes is to align the government's digital strategy to take an outcome-focused, action-oriented approach to addressing the challenges of digital modernization and the risks of our aging information technology (IT) systems to bring long-term benefits to all Canadians and users, including GC employees.

The GC previously had in place the [GC Strategic Plan for Information Management and Information Technology 2017 to 2021](#) and the [Digital Operations Strategy Plan 2021-2024](#). This strategy had been supported by [the Policy on Information Management](#) and the [Policy on Management of Information Technology](#). Both policies have since been replaced by the [Policy on Service and Digital](#), which took effect on April 1, 2020.

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

- Two-year
- Three-year
- Five-year
- Ten-year
- Other \_\_\_\_\_

**22. Is there a dedicated budget for digital government development? Please explain by informing on the percentage compared to national government expenditure. [NEW]**

- Yes
- No

Funding is approved by Finance Canada on an initiative/project-level.

**23. Is the national e-government strategy guided by or aligned with the national development strategy? Please provide link and detail, including specific reference to an implementation roadmap.**

- Yes
- No

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

- Yes
- No

The Government of Canada’s Digital Ambition 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.

Digital Ambition Priority 1.6: plan and govern for the sustainable and integrated management of service, information, data, IT, privacy and cyber security.

- Additionally, reference to Strategic Theme 1 (Excellence in Technology and Operations) in the Digital Ambition 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](#).

**25. 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.**

- Yes
- No

The [2022 Digital Ambition](#) makes specific references to collaborating with provincial and territorial partners for driving the digital agenda on behalf of all Canadians. Please refer to the “Introducing the Government of Canada’s Digital Ambition” for additional information: [Canada’s Digital Ambition 2022 - Canada.ca](#).

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

Yes  No

The [2022 Digital Ambition](#) recognizes that a digital government values inclusion, engagement, and accessibility. Additionally, [Canada's Digital Charter](#) is comprised of 10 principles, first of which is digital inclusion. Under the Digital Charter, 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.

Furthermore, the Government of Canada is undertaking work to reduce the digital divide, through its Universal Broadband Fund, for greater digital inclusion. For more information, please refer to the following link: [Broadband Fund: Closing the Digital Divide in Canada | CRTC](#)

Digital inclusion and e-participation are also covered by Canada's Digital Standards. Please refer to Q.32 for more information.

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

Yes  No

The Government of Canada recently published its revised Data Strategy: [2023–2026 Data Strategy for the Federal Public Service - Canada.ca](#). Data governance framework is part of this strategy. Please refer to the Data Strategy for additional information.

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

Yes  No

A national digital identity program is referenced in Priority 2.2 of the [2022 Digital Ambition](#): Build and use secure common solutions for digital service delivery. A national approach for digital credentials is being developed, and consultations to support the development of this strategy are anticipated to begin in 2023. Alignment between Federal and Provincial jurisdictional stakeholders is high on the need for a coordinated approach to these technologies.

**29. Does the national e-government strategy make specific reference to digital-by-design/digital-first<sup>1</sup> principle or similar? Please provide link and detail.**

Yes  No

Digital first or digital-by-design are key principles of the [2022 Digital Ambition](#). The Digital Ambition references [Canada's Digital Standards](#), which form the foundation of the government's shift to becoming more agile, open, user-focused, and digitally enabled. Additionally, the Digital Ambition (Priority 4.2) also includes a strategy for build a workforce for digital-first delivery.

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<sup>1</sup> To provide link or description

**30. Does the national e-government strategy make specific reference to data-once-only principle, single-source-of-truth (SSoT), or similar? Please provide link and detail.**

Yes  No

The “tell-us-once” principle is included within Strategic Theme 2 of the [2022 Digital Ambition](#):

- “Take an enterprise view to using data and information to fuel a seamless, “tell-us-once” experience.”
- The “tell-us-once” principle applies within the context of providing world-class digital government services to Canadians.

**31. Does the national e-government strategy make specific reference to a life-cycle approach? Please provide link and detail. [NEW]**

Yes  No

While the life-cycle approach is not referenced in the [2022 Digital Ambition](#), the Government of Canada is adopting agile product management approaches and modern technologies, in order to respond to changing business needs and to meet citizens’ evolving expectations in a digital age.

**32. Does the national e-government strategy make specific reference to inclusion-by-default, inclusion- by-design<sup>2</sup> or similar? Please provide link and detail. [NEW]**

Yes  No

[Canada’s Digital Standards](#), part of the [2022 Digital Ambition](#) and mandated under the [Policy on Service and Digital](#), include several principles that are centred on inclusion-by-design and inclusion-by-default:

**Design with users:** Research with users to understand their needs and the problems we want to solve. Conduct ongoing testing with users to guide design and development.

**Iterate and improve frequently:** Develop services using agile, iterative, and user-centred methods. Continuously improve in response to user needs. Try new things, start small and scale up.

**Build in accessibility from the start:** Services should meet or exceed accessibility standards. Users with distinct needs should be engaged from the outset to ensure what is delivered will work for everyone.

**Work in the open by default:** Share evidence, research and decision making openly. Make all non-sensitive data, information, and new code developed in delivery of services open to the outside world for sharing and reuse under an open licence.

**Collaborate widely:** Create multidisciplinary teams with the range of skills needed to deliver a common goal. Share and collaborate in the open. Identify and create partnerships which help deliver value to users.

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<sup>2</sup> To provide link or description

**33. Does the national e-government strategy make specific reference to digitalizing a specific percentage of public services? [NEW]**

Yes  No

If yes, please provide link and detail.

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

Artificial intelligence (AI); link/detail: [2022 Digital Ambition](#); [Responsible use of artificial intelligence \(AI\) - Canada.ca](#)

Robotics; link/detail: \_\_\_\_\_

Blockchains; link/detail: \_\_\_\_\_

5G; link/detail: [Digital Charter](#)

Internet of Things (IoT); link/detail: \_\_\_\_\_

Invisible/anticipatory/proactive/seamless services<sup>3</sup> [NEW]: \_\_\_\_\_

Others; link/detail: [Digital Charter](#); [Building a foundation of trust](#)

**35. 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.**

Yes  No

While the response is “No”, 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.

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

Yes  No

[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 fulfil this mandate, they:

- Analyse 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.

<sup>3</sup> To explain



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 behaviours
- [Foresight on COVID-19](#): Possible Shifts and Implications
- [Canada and the Changing Nature of Work](#)
- [Canada 2030: Scan of Emerging Issues - Infrastructure](#)

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

Yes  No

At government-wide level, the Policy on Service and Digital (4.1.2.6) 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.

Additionally, [Service Canada Labs](#) promotes dialogue with citizens by showcasing and encouraging interaction with prototypes of products and service tools; it collects feedback on their utility and enables people to sign up to participate in user research. The department uses collected feedback to design and deliver consistent user-centred products.

Other ways that the Government of Canada experiments with and tests technology include:

- The Digital Transformation Office at Treasury Board Secretariat regularly does research and usability testing. Some specific projects here: <https://blog.canada.ca/pages/project-overview.html>.
- [Service Canada Labs](#) is an alpha site that allows users to view and give feedback on work in progress. Users can also sign up to be research participants. Focus is on alpha and usability testing.
- Immigration, Refugees and Citizenship Canada and Canada Revenue Agency have usability testing teams for modernization projects.
- Immigration, Refugees and Citizenship Canada & Privy Council Office worked together on service design in 2016, with the results leading to the creation of a client experience branch in 2017. More information available here: [Public Sector Transformation](#).
- Canada School of Public Service piloted its Discover Digital Series with users before scaling. For its product management course, the School sent several curriculum content iterations to product management practitioners and iterated based on the feedback. The focus was on user research.

**38. Does the Government have any official tool/mechanism to monitor the progress of the implementation of its e-government strategies? Please provide link and/or details [NEW]**

Yes  No

The GC's [2022 Digital Ambition](#) is built with four themes, each of which has a list of specific actions assigned to it which are reported on annually, as per the requirements in the [Policy on Service and Digital](#):

- excellence in technology and operations with a de-risked technical landscape and modern, agile, human-centred practices
- simpler, trusted digitally driven services and programs underpinned by GC-wide data integration and management
- governing frameworks and policies designed for a modern, secure and privacy-centric digital government
- optimized, upskilled and empowered digital talent across the GC, with the knowledge that digital talent across Canada is at a premium

The KPIs are listed in the [2022 Digital Ambition](#) as “Actions” under each priority. The Ambition will be updated in 2023 and published along with an annual report outlining the progress made under each priority and identifying some of the successes which were achieved. An annual assessment of progress is conducted as per the requirements in the [Policy on Service and Digital](#).

## E. Digital Inclusion and E-Participation

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

**39. 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.

[Canada's Digital Charter](#) is comprised of 10 principles, first of which is digital inclusion. Under the Digital Charter, 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.

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

Yes  No

If yes, please provide link and detail.

**41. Does the Government provide any specific measure(s) to ensure meaningful connectivity/access to e-government services by women and/or 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. 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.

**42. Does the Government provide any specific e-service(s) for women and/or 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.

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.

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

Yes  No

If yes, please provide link and detail.

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

Yes  No

If yes, please provide link and detail.

The [Innovation and Skills Plan](#) was announced in 2017 as a micro-economic approach to support Canadians and Canadian businesses, and power future Canadian economic growth. One of the four pillars under this strategy is people and skills, which includes targeted actions to reduce digital divides. Specific programs under the plan include:

- [CanCode](#) – This people-centered investment supports opportunities in developing more advanced digital and coding skills to students from kindergarten to grade 12 and teachers across Canada. CanCode was launched in 2017, renewed in 2019, and renewed a second time in 2021.
- [Digital Skills for Youth](#) – connects recent post-secondary graduates between the ages of 15 and 30 years old across each province and territory, who are experiencing difficulty in finding meaningful work with career-oriented work experience along with digital and/or soft skills training.
- [Digital Literacy Exchange Program \(DLEP\)](#) invested \$29.5 million in 2017 and has continued to invest \$17.6 million in 2022 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 underrepresented Canadians with the necessary digital skills to increase confidence and improve skills in using the Internet safely, securely and effectively.
- [Accessible Technology Program \(ATP\)](#) – The ATP co-funds innovative projects led by the private sector, not-for-profit organizations and research institutes to develop new assistive and adaptive digital devices and technologies in order to make it easier for Canadians with disabilities to more fully participate in the digital economy.
- [Connect to Innovate](#) – Connect to Innovate was launched in 2016 as a five-year program scheduled to end March 2021. The program was extended to March 2023 as a result of new funding in 2019. Connect to Innovate funds projects that bring improved Internet speeds to rural and remote communities in Canada. The program has committed \$585 million to improve connectivity in over 975 rural and remote communities, including 190 Indigenous communities, by 2023.
- [Connecting Families Initiative \(CFI\)](#) – CFI was launched in 2018 to help bridge the digital divide for low-income Canadian families who struggled to afford access to home Internet. In April 2022, CFI was extended to include low-income seniors and introduced a significantly improved 50/10 Mbps offer for \$20/month.
- [Computers for Schools Plus \(CFS+\) and CFS Intern Program](#) – Since 1993, CFS+ has helped extend the useful life of electronic equipment, reduce the environmental impact of electronic waste and offered practical work internships to young Canadians to help them develop advanced digital skills for the job market. The new "Plus" in Computers for Schools Plus (CFS+) builds on nearly 30 years of success in serving communities across Canada to provide a wide range of computer equipment to an expanded audience of recipients. Originally, computers were only provided to schools. Today, the CFS+ program also provides computers and other digital devices to assist libraries, not-for-profit organizations, Indigenous communities and

eligible low-income Canadians. The CFS Intern program provides students and recent graduates with paid, practical on-the-job experience in refurbishment centres across Canada.

In addition to the digital literacy programs identified above, the Government of Canada is undertaking efforts to reduce the digital divide through its [Universal Broadband Fund](#). Investments under the Fund support meeting Canada’s target of connecting 98% of Canadians (to internet) by 2026 and all Canadians by 2030. The Fund has dedicated \$3.225 billion, up from the original \$1 billion, towards connecting Canadians living in rural and remote areas to high-speed Internet, and improving mobile Internet for Indigenous peoples.

**45. 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>

A recent example of a central, Government of Canada led e-consultation, was “[Let’s Talk Budget 2023](#)”. This 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.

Other Government of Canada e-consultations can be found here: [Consulting with Canadians - Canada.ca](#)

If yes, please include any guidelines for government officials/institutions on the use of social media.

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

**46. Does the Government publish information on how people's voices, including those among women and/or 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

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

Yes  No

If yes, please provide link and detail.

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 Government of Canada Open Government Portal: [GC Service Inventory - Open Government Portal \(canada.ca\)](#). Additionally, the Government of Canada publishes Government Service Performance Data (in the GC Service Inventory).

### 48. Does the Government measure user satisfaction of e-government services? \*

Yes  No

If yes, please provide link and detail.

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](#)). Additionally, [Service Canada Client Experience \(CX\) Survey](#) contains a set of questions that track the ease, effectiveness, emotion, and satisfaction of clients throughout the service experience by programs/benefits, client group and service channels.

The government 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: [Citizens First 2020 - CitizenFirst - Powered by ICCS](#). 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).

### 49. Does the Government measure usage data with dis-aggregation by gender?\*

Yes  No



If yes, please provide link and detail.

The Citizens First survey reports collect usage and user satisfaction data with disaggregation by gender. Link: [Citizens First 2020 - CitizenFirst - Powered by ICCS](#)

**G. Partnership and International Cooperation**

**50. Please provide information about any ongoing global/regional partnership and/or digital cooperation, with United Nations (such as UNDESA, Regional commissions, UNDP, UNICEF ...) focusing on e-government and digital technologies (e.g. enhance North-South, South-South, triangular, regional, and international cooperation) \* [NEW]**

As part of Canada’s foreign affairs and development efforts, the International Development Research Centre (IDRC) champions and funds research and innovation within and alongside developing regions to drive global change. Canada is investing in high-quality research in developing countries, share knowledge with researchers and policymakers for greater uptake and use, and mobilize our global alliances to build a more sustainable and inclusive world. This work directly feeds into the UN’s Sustainable Development Goals (SDGs). For instance, the IDRC launched the Data for Development (D4D) initiative in 2021 to strengthen collaboration on open data, responsible AI, big data, privacy rights, intellectual property, cybersecurity, online surveillance, CRVS, and more. The initiative specifically focuses on collaboration with developing countries and their work on SDGs.

**51. Please provide information about any other ongoing global/regional partnership and/or digital cooperation, with other non UN-bodies. [NEW]**

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 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.

## THANK YOU

Please provide any other information that will help us in understanding e-government development in your country.

N/A

Please contact us if you have any questions about our responses.

## Consent to publish this Questionnaire

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

Yes  No

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