

# IM Aware

## Data Ethics, Privacy Management, and Productivity Technology

Thanks for tuning in.  
The Live Event will begin shortly!

Ask questions using the Q&A function.

Your microphone is automatically muted.

Your camera will not be in use.

Turn your audio up to ensure you can hear the presenter.



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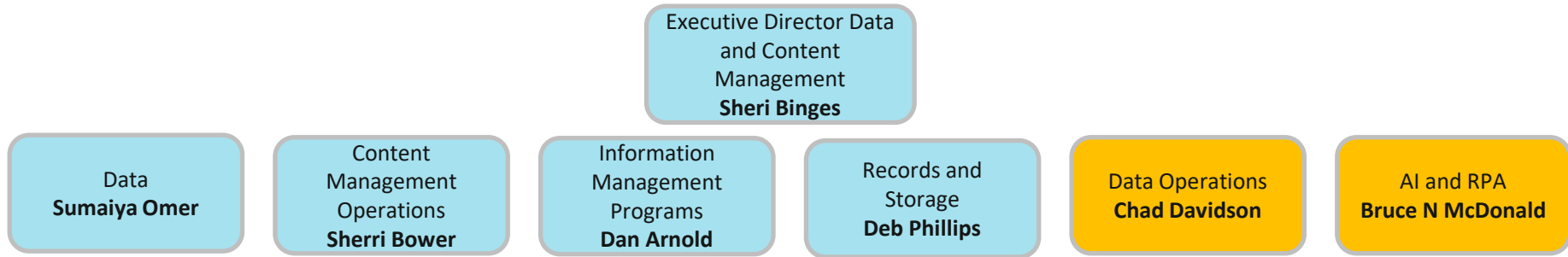
# Director Update



IM Aware June 2023

Dan Arnold, Director IM Programs  
Data and Content Management Branch

# Data Content Management – New teams



- **Data Operations** provides data warehouse operations (extract, transform and load), data integrity, and application maintenance and support contract monitoring and reporting. Provides data product support for PowerBI, SAS Viya, and Cognos, as well as adhoc reporting.
- **Robotic Process Automation** is a way of executing repetitive tasks automatically to execute and enhance workflows.
- **AI** is using computer systems to perform tasks that normally require human intelligence.

# Quick status updates

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# AI and RPA Team Updates

- The RPA team currently is working on 6 RPA projects
  - 11 projects in production
- AI team is currently working on 3 AI projects, 2 under the GovLab.ai with AltaML, and 1 with Deloitte
- Learn More
  - [Technology and Innovation Artificial Intelligence](#)
  - [IMT Robotic Process Automation Program](#)

# Functional Classification Taxonomy (FCT) and Schedule Modernization (SM)

## Functional Classification Taxonomy

- Currently FCT is at 76% completion under the agile approach, on target for September 2023.
- In Development: Economy, Trade and Tourism; Education and Learning; Health Care Services and Benefits; Justice; and Monitoring and Compliance.
- Starting soon: Law Enforcement; Public Health; and Registries.

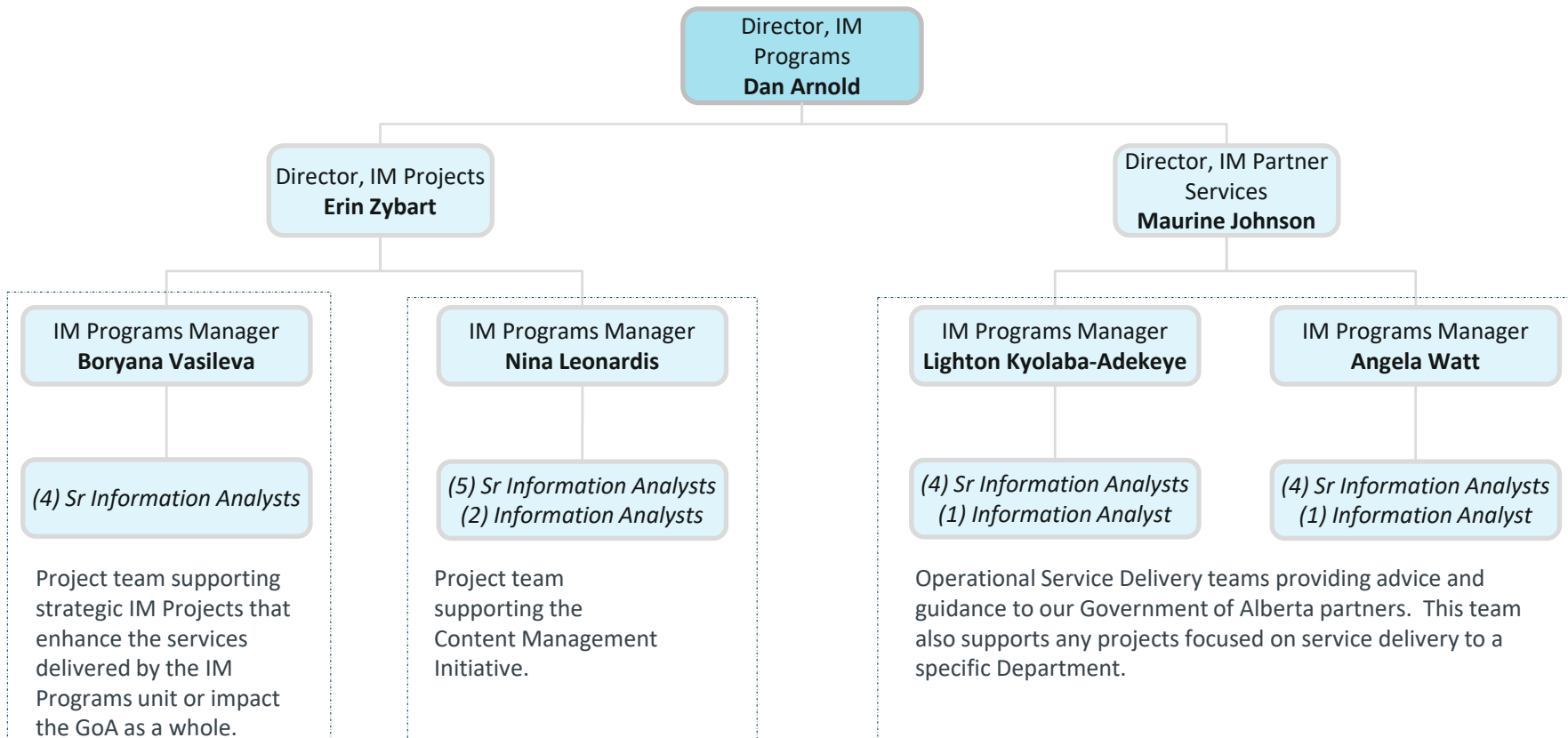
## Schedule Modernization

- Staff were repositioned to work on GoA wide schedules alongside the FCT team in April 2023.
- The first schedule 'Finance' is under review
- Next schedule is 'Human Resources'.

# IM Programs Structure

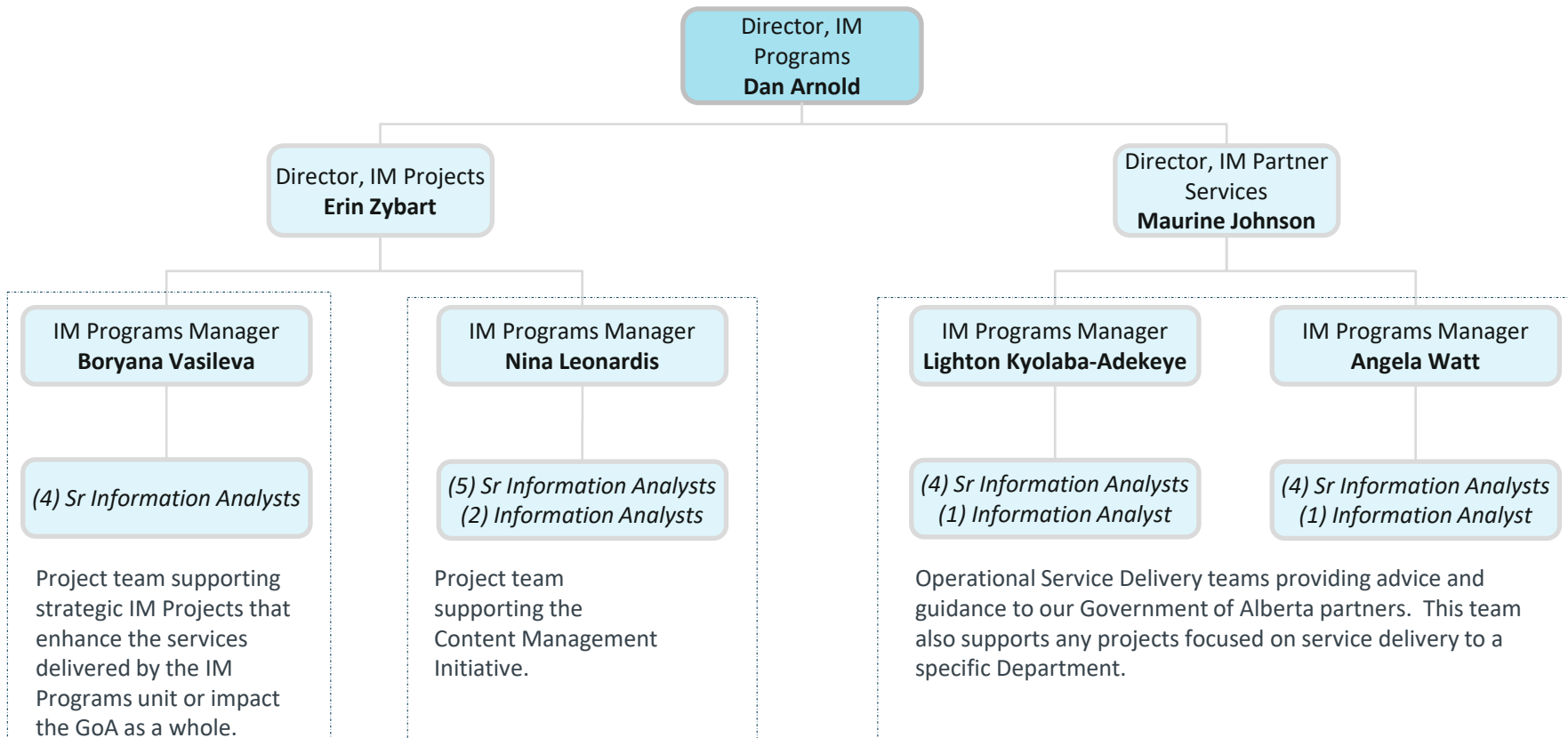
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# Information Management Programs





# Information Management Programs



# Draft Data Ethics Framework and Privacy Management Framework



Ministry of Technology and Innovation  
Data, Privacy and Innovation Division  
Privacy, Policy and Governance Branch

Alberta

# Drivers



**NOTE:** There are legislated, mandatory requirements for content, including data, that are part of Freedom of Information and Protection of Privacy (FOIP) requests and/or content that is subject to the *Health Information Act* (HIA); these requirements are paramount to these frameworks.

# General Purpose and Application



## DEF

- Intended to guide ethical data-driven decisions at each stage of the information lifecycle
- Audience: all GoA staff
- Complements and supports existing policy; apply it in the context of all applicable legislation, FOIP, HIA, legislation specific to any department's governance and operations, etc.
- Framework and supporting guidance will be publicly published.



## PMF

- Intended to provide high-level strategic directions for privacy management across the GoA
- Audience: all GoA staff
- Serves as a foundational policy instrument that guides other privacy related policy instruments; apply it in the context of all applicable legislation, FOIP, HIA, legislation specific to any department's governance and operations, etc.
- Framework and supporting guidance will be publicly published.

# Background – Data Ethics Framework

- GoA creates and collects content (including data) to support the delivery of programs and services to Albertans.
- This includes the responsibility for ensuring data is managed throughout its lifecycle (e.g., from creation through to disposition) in a responsible and ethical manner.
- The draft principles align with common themes (Privacy, Transparency, Bias and Discrimination, Accountability) identified in a scan of other jurisdictions, including the United Kingdom, United States, and New Zealand.

# Draft Data Ethics Framework - Overview

The GoA is trusted by the public to engage in practices and behaviours that are ethical. This includes the collection, management and use of data. The GoA understands the ethical implications connected to all data, which it uses to develop, deliver, and maintain programs and policy instruments.

Accountability

Equity

Privacy and  
Protection

Transparency

# Background – Privacy Management Framework

- Part 2 of the *Freedom of Information and Protection of Privacy Act* (FOIP Act) outlines provisions governing the collection, use, disclosure and protection of personal information for public bodies.
- Protecting privacy is a key requirement for successful implementation of data and digital strategic initiatives currently in development within the GoA.
- Development of the PMF was based on environmental scanning with a focus on leading-edge examples including Canada Revenue Agency, British Columbia, and the State of Victoria (Australia).

# Draft Privacy Management Framework - Overview

The GoA is an open and accountable steward of personal information that uses a privacy by design approach for the secure exploration and implementation of emerging, innovative technologies, programs and services.

Planning

Security and Control

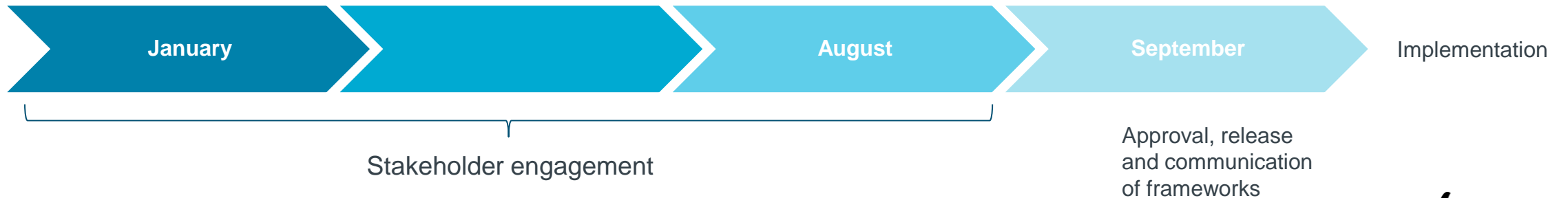
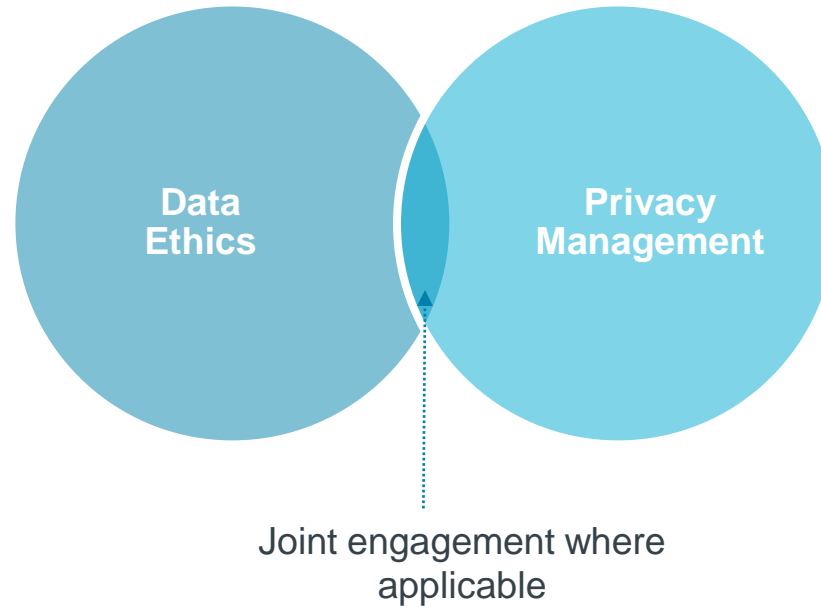
Openness

Accountability

**Privacy by Design** advances the view that privacy cannot be assured solely by compliance with regulatory requirements; rather, privacy must become a default mode of operation to assure Albertans that their personal information is protected. Privacy considerations (including risk identification and reasonable risk mitigation steps) must be emphasized repeatedly at all levels, in all aspects of design, operation, and management.



# Engagement





# Productivity Technology Services

“Work smarter, not harder.”



# THE PROBLEM

## ACCOUNTABILITY

Historically, our productivity software tools and resources lacked clear, strong ownership

## SUPPORT

As long as the software “worked”, there was limited support around usage and features

## NEEDS

Needs existed for productivity tools that were not being met

## BENEFITS

The benefits derived from our investment in tools was not clear

# OUR SOLUTION

## ACCOUNTABILITY

A clear, strong productivity product owner leading the way

## AWARENESS

Socialization of new and existing tools and how they can work for you

## SUPPORT

Extended support, knowledge, and training on productivity tools

## NEEDS

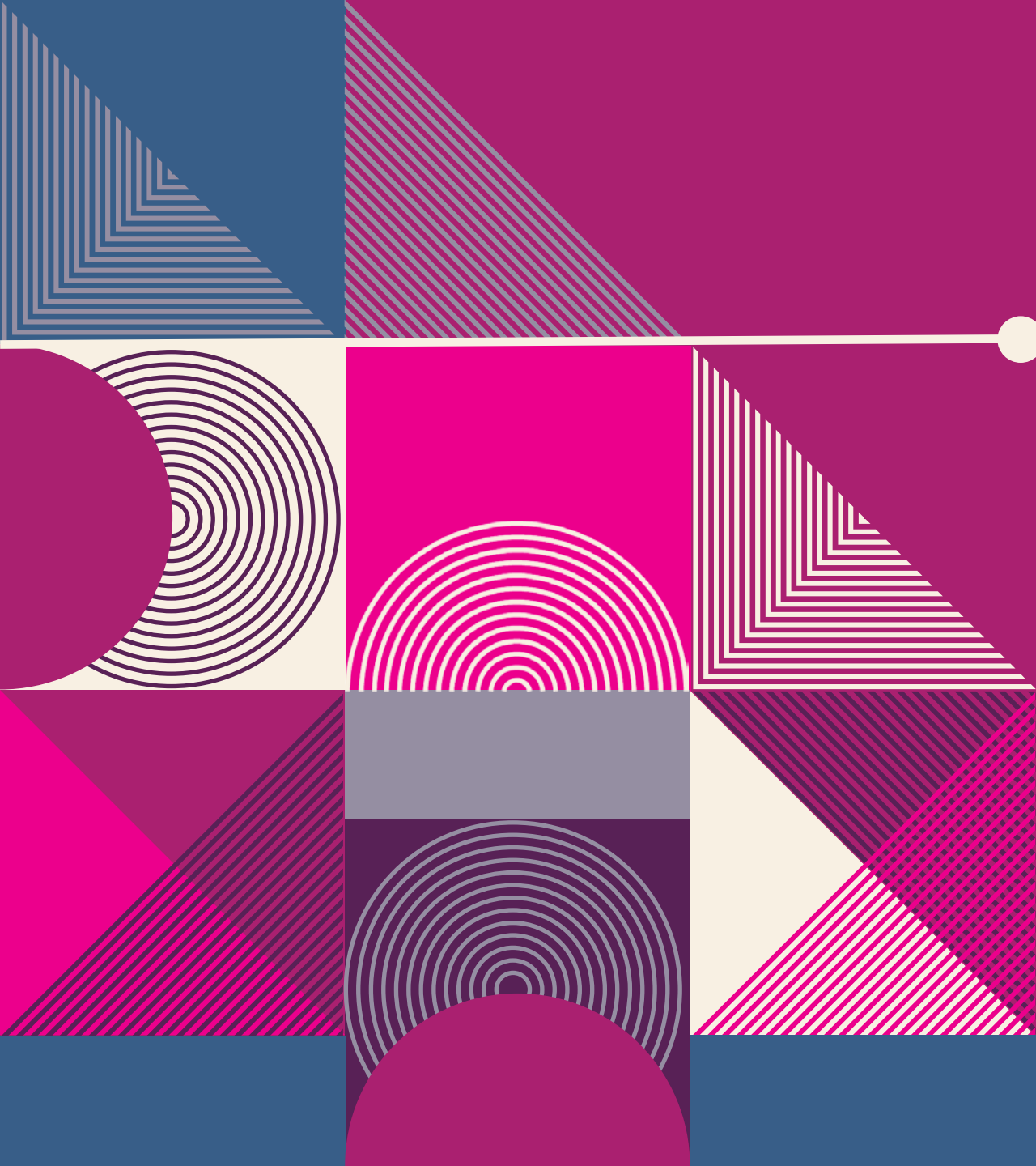
Constantly assess productivity needs and ensure gaps are met by offerings

## BENEFITS

Clearly measure and demonstrate the benefit derived from our tools

## SOLUTIONS

Making experts available to provide productivity solutions for you



# SOFT LAUNCH














# MISSION

The mission of Productivity Technology Services (PTS) is to help you and your team be more efficient in how you work by developing, improving, and socializing software tools and other related resources to make how you work easier, more productive, and a little more fun.

# OUR CORE PRODUCTS

## WHAT WE ARE ACCOUNTABLE FOR

-  Word
-  Excel
-  PowerPoint
-  Outlook
-  OneNote
-  Visio

-  Project
-  Forms
-  To Do
-  Planner
-  Whiteboard

# RELATED PRODUCTS

## OTHERS THAT ENABLE US



Teams



SharePoint Online



OneDrive



Sway

Lists

Bookings

Etc.



# A CHAMPION OF CHAMPIONS

- We plan to lead and grow the relationship with existing product champions who stepped up during the Microsoft 365 rollout program and provided excellent support to business areas
- When champions get stumped, or when more complex solutions are desired, they can refer individuals and groups to Productivity Technology Services



# PRODUCTIVITY CONSULTATION SERVICE

- We meet to understand how individuals or teams work, and how work and information flows within teams and to and from other stakeholders
- We propose which productivity tools we think should be used – and used together
- We point folks towards the resources to get started and then provide ongoing support where needed

# MAKING CONNECTIONS

- Connecting you with the productivity tools and resources that are available to you
- Connecting the tools that are available together
- Connecting you with the product champions which may already exist in your business areas and are eager to help
- Connecting you with the experts who can help you navigate privacy, information management, and cybersecurity considerations

# THE PEOPLE TO MAKE IT HAPPEN



**Jamey M. Hopkins**

Manager, Productivity  
Technology Services



**Product Owner(s)\***

\*Proposed



**Productivity Consultant(s)\***

\*Proposed



# RECAP

- Owning and championing productivity tools and related resources
- Providing end-to-end support for productivity technologies
- Socializing availability productivity capabilities
- Actively assessing and responding to business area productivity needs
- Identifying and exploring emerging technologies in productivity
- Consulting with people and teams to identify full-scale productivity solutions that can work for them
- Demonstrating the return on our investment in productivity technologies

# IM Aware

Data Ethics, Privacy Management,  
and Productivity Technology

Thanks for tuning in.

To join our mailing list email:

[sa.informationmanagement@gov.ab.ca](mailto:sa.informationmanagement@gov.ab.ca)

