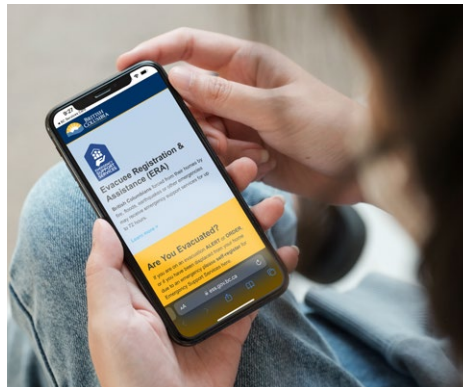




Ministry of Citizens' Services

Digital Plan 2023





The Digital Plan was developed by the Digital Investment Office within the Ministry of Citizens' Services. We acknowledge with respect and gratitude that this report was produced on the territory of the Lək'wəŋən peoples, and we recognize the Songhees and Esquimalt (Xwsepsum), and WSÁNEĆ Nations whose deep connections with this land continue to this day.

Contents

Minister’s Message	4
Introduction	5
Progress to date	7
The next phase	8
Four new missions	8
Alignment with the BC Data Plan	9
MISSION 1: Connected services	10
Ministry calls to action	11
Support for ministries	11
Setting an example: Health Gateway	12
MISSION 2: Digital trust	13
Ministry calls to action	14
Support for ministries	14
Setting an example: Emergency Support Services	15
MISSION 3: Reliable and sustainable technology	16
Ministry calls to action	17
Support for ministries	17
Setting an example: BC Registries Modernization	18
MISSION 4: Digitally equipped BC Public Service	19
Ministry calls to action	20
Support for ministries	20
Setting an example: Deploying digital tools for remote work	21
Putting the plan into action	22
For more information	22
AT A GLANCE: Ministry calls to action	23

Minister's Message

More than ever, people have come to rely on fast, secure and high-quality online services, whether it's ordering groceries online, communicating with loved ones or streaming favourite TV shows. And we understand that you expect the same easy and reliable access to modern online government services.

That's why it's my pleasure to introduce our new Digital Plan, so that together, we can deliver inclusive, accessible and connected services that are designed for people.

While COVID-19 challenged us, it also highlighted how much technology can help us and improve our lives. The pandemic prompted us to adopt new ways of doing things. Instead of travelling to meetings, people can connect instantly through a video call. And it showed us that we can quickly accomplish what just a few years ago would have seemed impossible. During the pandemic, we were able to produce proof of vaccine cards in just a few days.

Our new Digital Plan lays out our government's commitment to you to continue to leverage technology to improve how government services are made available.

Our plan has four missions:

- Connected services
- Digital trust
- Reliable and sustainable technology
- Digitally equipped BC Public Service

The plan contains clear calls to action for each ministry in government to follow. Thank you to all the partners across government who have collaborated with my ministry to develop this plan.

Together, we're making life better for British Columbians by delivering better and enhanced programs and services.



A handwritten signature in blue ink that reads "Lisa Beare".

Honourable Lisa Beare
Minister of Citizens' Services

Introduction

In 2019, government released its first digital plan, the Digital Framework. The plan was designed to coordinate and accelerate British Columbia's shift towards becoming a digital government. This means making the best possible use of modern processes, business models and technologies to become a more effective government. It also means working across ministry boundaries to share tools, data and learning so we can deliver government's priorities at the fastest pace, lowest cost and greatest equity to the people in B.C.

Since then, some major and profound events have occurred. We are still recovering from the disruption and far-reaching impact of the global pandemic, not to mention the effects of climate change – the heat dome, wildfires, and flooding.

For government, these events have only underscored the need, and accelerated our work, to rethink how we deliver information and services to the public.

Until now, ministries have always worked within their mandates to design and deliver services. The result has been an array of services arranged according to government's own organizational structure. But with schools, shops and workplaces shut during the pandemic, we saw government quickly pivot. Public servants collaborated across organizational boundaries to adopt new channels for delivering reliable information and services that people and businesses were counting on.

Looking ahead, we know the solutions to B.C.'s biggest challenges and priorities – climate change, housing affordability, public safety, healthcare, reconciliation – will also be interconnected. Using modern tools and ways of working can help us be more responsive, adaptable and effective in meeting the needs of people in British Columbia as we tackle these challenges.

This new Digital Plan builds on the strong base we have established together. (You can read about some of our progress on the next page.) It also reflects input from across the BC Public Service.

In developing this plan, the Ministry of Citizens' Services worked closely with public servants from across government to better understand their service delivery challenges and to identify opportunities to address those challenges. You will see that input reflected in the four missions and 13 calls to action, and in the supporting actions ministries can expect from the Ministry of Citizens' Services and the Deputy Ministers' Committee on Digital and Data.

Together, we can deliver inclusive, accessible and connected services that are designed with people and for people.

A young woman with dark curly hair, wearing a grey jacket, is looking at a smartphone. She is holding the phone with both hands. The background is a blurred outdoor setting with trees.

**Together, we can
deliver inclusive,
accessible and
connected services
that are designed
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for people.**

Progress to date

Government has already made significant progress in five key areas to support better digital services.

Talent

The Core Policy for Information Management and Information Technology was updated in 2022, **removing barriers to hiring technologists** in the BC Public Service. The updated policy also includes new **Digital Principles**, which guide employees to adopt digital tools and ways of working to deliver better services. The **Digital Marketplace** has made it faster than ever before to procure digital talent in days and weeks rather than months and years.

Connectivity

Government expanded high-speed internet services around B.C., bringing connectivity to rural, remote and Indigenous communities. Since 2017, the **Connecting British Columbia** program has supported 164 projects, benefiting more than 67,000 households. It has provided new ways for people to access the services they count on. With another \$75 million invested in new highway cellular infrastructure in 2023, it will be possible for more people to stay connected to their loved ones while travelling and have access to emergency 911. Also, B.C. now has a joint funding agreement with the Government of Canada to connect a targeted 100 per cent of B.C. communities to high-speed internet services by 2027 through the **Connecting Communities BC** program.

Shared Investments

Ministries now have access to over 20 [common components](#), re-usable building blocks they can use when building digital products and services to reduce duplication and save money. Government's private cloud platform, which provides cloud-based hosting that helps digital teams build applications faster and more cost-effectively, was expanded to support over 320 digital products and services. Over 1.6 million people have signed up for the BC Services Card app, which makes it easy to access services such as the Health Gateway.

Secure Collaboration Tools

Information technology infrastructure and productivity software is shifting to the cloud. The Freedom of Information and Protection of Privacy Act was updated so that digital teams could start safely using the modern tools they need to deliver better value to people, faster. Government also rolled out new digital tools to over 30,000 public servants to support remote collaboration during the pandemic, requiring significant investments in new cybersecurity tools.

Funding

Government has begun updating processes to secure funding for digital products and services. The Deputy Ministers' Committee on Digital and Data launched [new objectives, processes and templates in technology and digital investment](#) to support faster, agile-friendly and evidence-based investments in digital products and services.

The next phase

Supporting the implementation of key government priorities

Successfully responding to British Columbians' most pressing priorities will require using modern tools and ways of working. This includes:

- **Improving access to primary care:** Government is connecting patients with primary care teams, expanding options for [virtual care](#), and continuing to empower patients with better access to their [healthcare information online](#).
- **Addressing housing affordability:** Government is [launching digital services under the new Permitting Strategy for Housing](#) to streamline the approval process for housing-related permits and applications, which should help speed up new home construction across B.C.
- **Rising to the challenge of climate change:** When government launched its CleanBC plan, many people in British Columbia wanted to know how they could contribute to climate action. To help people make their homes and vehicles more efficient, government launched a [suite of connected digital services](#) to help people learn about and connect with all available programs and supports.
- **Advancing reconciliation:** The [Declaration Act Action Plan](#) includes commitments to ensure Indigenous languages are represented in government communications, services and records. Implementing this will require updating systems across government to store, process and present names in Indigenous languages.

Four new missions

The Digital Plan sets out four missions for the next phase of digital transformation. Each mission includes clear calls to action for government ministries and the supporting measures ministries can expect to receive from the Ministry of Citizens' Services and the Deputy Ministers' Committee on Digital and Data.

MISSION 1 Connected services

Prioritizing and delivering accessible, inclusive and connected services that can solve an individual's complex problem as a whole, not in parts.

MISSION 2 Digital trust

Delivering digital services that people trust and can access safely and securely.

MISSION 3 Reliable and sustainable technology

Supporting reliable service delivery by improving the way we build and operate technology and digital services.

MISSION 4 Digitally equipped BC Public Service

Equipping the BC Public Service with the skills, culture, tools, and ways of working needed to deliver programs and services in the Digital Age.

Introducing the Provincial Data Plan

Every public servant comes to work to make life better for people in BC—data helps us do that.



We collect data on everything from the use of campgrounds and housing to availability of health services, and more. As collection of data has expanded over the years, government's data management practices have evolved—often based on informal principles and practices.

Today, these practices are fragmented and inconsistent across ministries resulting in data that is underused or unnecessarily restricted from use. This makes it difficult for data to be shared across ministries and outside government. In addition, it hampers our ability to understand issues, provide equitable services, advance reconciliation, and use data to its fullest to deliver better programs with measurable outcomes.

We need the right data at the right time to understand complex issues and make good decisions.

The Provincial Data Plan maps an all-of-government approach for data to support government in meeting its objectives to:



Alignment with the BC Data Plan

The BC Data Plan sets out an all-of-government approach to:

- Strengthen data management by improving data governance, strengthening policy and standards, and building internal data talent and competency.
- Support reconciliation by co-developing approaches to Indigenous data governance and by enabling Indigenous language data to be collected, stored and displayed across government systems.
- Advance equity by implementing gender and sex data standards and conducting B.C.'s first population demographic survey.
- Enable evidence-based decision making by scaling the existing Data Innovation and Data Science Partnerships programs and focusing BC Stats on government's priority data needs.

- Support modern service delivery by promoting the reuse of data and piloting data registers – trusted datasets that can be re-used across government to improve data quality and reduce duplication across government systems.

The actions outlined in the BC Data Plan will support and accelerate the implementation of the Digital Plan's four missions. For example, to deliver connected services that people can trust and access safely will require strong data management practices. This includes not asking people for the same information multiple times and ensuring information is kept safe and secure.

In return, the Digital Plan will help advance the BC Data Plan's objectives. For example, to support reconciliation and advance equity, we need to update our data systems and digital services to support Indigenous languages and characters and align these with the new gender and sex data standard.



MISSION 1: Connected services

Prioritizing and delivering accessible, inclusive and connected services that can solve a person's complex problem as a whole, not in parts.

B.C.'s response to the Covid-19 pandemic showed that government can deliver the digital products and services that people need fast, in just days and weeks, not months and years.

Still, government's products and services are not always easy to find. In some cases, people need to understand how government is organized just to interact with us.

Instead of asking the public to connect the dots, government needs to do the hard work of connecting our services behind the scenes and closing the gaps across organizational boundaries to create seamless service experiences for people.

Measure of success

The level of satisfaction people and businesses have with government's digital services.

Ministry calls to action

1. Collaborate across government to identify service gaps and opportunities to improve an individual's service journey.

For ministries, this will involve conducting research with people and businesses to better understand their overall journeys and service experiences, including those that span organizational boundaries. It also means partnering with other ministries delivering related services to look for opportunities to connect service experiences. Finally, it involves bringing different service delivery channels together to make sure people who lack access to technology or prefer not to use it aren't excluded from a service.

2. Apply service design principles to all service modernization projects.

Service design is more than a role, it's a way of thinking that can impact a whole team and how they approach a project. For ministries, achieving this mission will mean ensuring that all public servants have a basic understanding of the importance of using human-centered approaches to design programs and services. It will also mean embedding service designers, content designers and user experience researchers on service delivery teams and empowering them to identify and address service gaps and opportunities.

3. Deliver at least three priority connected services by 2025.

Government will identify and deliver at least three priority connected services that address service gaps for people or businesses by 2025. These may be improvements to existing services or net new services where gaps exist.

Support for ministries

Citizens' Services will:

- Partner with ministries to conduct research with people and businesses to identify service gaps and opportunities across government so that we can prioritize the services to address first.
- Deliver a new gov.bc.ca website that makes it easier for people to find the information and services they need. Developed iteratively, the site will be organized around the needs of people and businesses, not the bureaucracy.
- Develop web content standards, publishing tools, [guidance](#) and training to help public servants develop web content and services that are accessible, inclusive, consistent and available in multiple languages.
- Pilot the use of data registers – trusted datasets that can be reused across government to improve data quality and reduce duplication across government systems.
- Launch new digital tools at Service BC offices and contact centres to support more streamlined, connected and accessible service experiences for people and businesses.

The Deputy Ministers' Committee on Digital and Data will:

- Prioritize funding for connected services so that ministries have the resources they need to develop and maintain connected services for people and businesses.

Setting an example: Health Gateway

Just a few years ago, if people wanted to view their own health information (prescriptions, lab results, records of health visits), they had to navigate various online systems to find it or go through a long process to get a paper record. People wanted better, self-serve access to their own health information.

In response, the Ministry of Health developed the first version of [Health Gateway](#) in just 22 weeks as an early member of the Ministry of Citizens' Services' [Exchange Lab](#).

Designed in collaboration with patients, Health Gateway brings together those various online systems and gives people access to their own health information in one secure, convenient place by logging in using their BC Services Card mobile app.

Today, more than 1.2 million people are registered to use Health Gateway to view their medication history, lab results, health visits and more.

When the Covid-19 vaccine came to B.C., there was no system in place to support large-scale vaccination. Public servants from across government and the health sector worked together to implement the communications, systems and services needed to help vaccinate 4.5 million people.

This included: providing trusted public health information across multiple channels; launching a multi-channel booking service; establishing a new provincial call centre; launching dozens of large-scale vaccination clinics; partnering with pharmacies to deliver vaccinations; creating the BC Vaccine Card; developing public communications in 13 languages; and developing systems to support and connect all of these activities.





MISSION 2: Digital trust

Delivering digital services that people trust and can access safely and securely.

To unlock the value of connected services, people need to feel confident their information will be kept safe and secure.

To fulfill this mission, we need to provide trusted ways for people to prove who they are and share their information online.

We also need to empower people to decide what information they share, when they share it and who they share it with.

Finally, we need to work across government to ensure our services are accessible and consistent in the way they look and operate, demonstrating that government is coordinated and taking care of people's information.

Measure of success

The level of people's trust in government to keep personal information safe and secure and to provide services digitally.

Ministry calls to action

1. Adopt government identity and trust services.

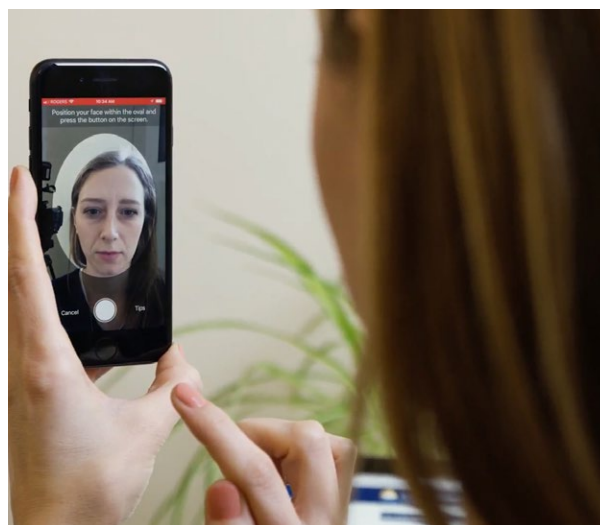
For ministries, this means using the [BC Services Card Login](#) to allow people to safely prove who they are when they access digital services. It also means exploring opportunities to use [digital credentials](#) and the [BC Wallet](#) to empower people and businesses with new ways to decide what information they want to share online and with whom.

2. Embed privacy and security by design into services.

This means thinking about protecting sensitive and personal information from the very start of any new initiative. Throughout the lifecycle of an initiative, teams should always be clear on what information they need to collect, who has access to it, where and how it is stored and how it is protected. When collecting information in services, it also means designing ways to communicate to users why government is collecting that information and how that information will be used.

3. Design websites and digital services to be inclusive, accessible, modern and consistent with other government websites and services.

People often think of government as a single entity, so when our websites and services are inconsistent or function in unexpected ways, people lose trust in our services. By using corporate platforms such as gov.bc.ca to publish information and by using consistent design patterns and components to build digital services, ministries can ensure that their services look and work like other government services.



Support for ministries

Citizens' Services will:

- Expand government's [identity platforms](#) and [trust platforms](#) to make them easier to onboard to and use so that people can safely prove who they are and securely share information when accessing government services.
- Bolster cybersecurity by implementing new security controls and tools to help government better prevent, detect and respond to cybersecurity threats, enhancing access to security best practices and expertise, and training public servants and people in B.C. on cybersecurity awareness.
- Modernize the [Privacy Impact Assessment](#) process to strengthen the privacy protective culture across government.
- Expand the [Design System](#) of design patterns, components and guidance available to ministries. This will ensure that people have a consistent experience when accessing government websites and digital services.

Setting an example: Emergency Support Services

In the past few years, people in British Columbia have experienced some of the most devastating wildfires and floods on record.

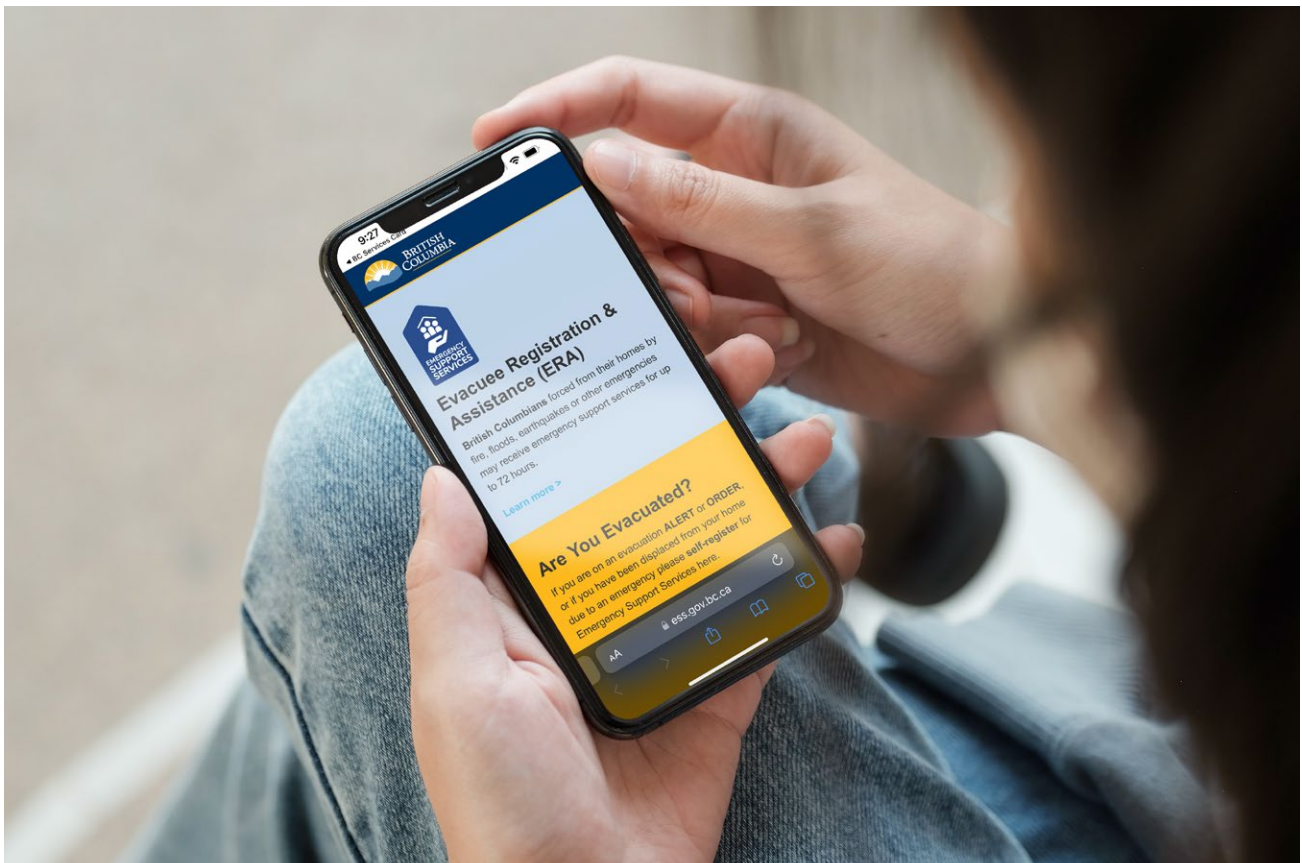
When people need to evacuate their homes, they may be eligible for short-term, basic supports such as food, lodging and clothing through the Emergency Supports Services (ESS) Program under the Ministry of Emergency Management and Climate Readiness (EMCR).

During past large-scale evacuations, evacuees have sometimes waited in long lines to register with ESS and to receive supports. To improve service delivery and help reduce the wait, EMCR introduced a way for evacuees to register online to access the supports they need.

Using the [BC Services Card app](#), people can safely register with the [Evacuee Registration and Assistance tool](#).

Since the BC Services Card is a trusted way for people to prove their identity, ESS can quickly provide support, including direct payments into an evacuee's bank account.

In 2021 alone, this new tool supported over 19,000 people who had to evacuate due to wildfires, and over 11,000 people who had to evacuate due to floods.





MISSION 3: Reliable and sustainable technology

Supporting reliable service delivery by improving the way we build and operate technology and digital services.

Technology now underpins every aspect of government programs and services, so when our systems become outdated – what we call “legacy systems” – they can cause service interruptions that impact people’s lives and businesses. Outdated systems are also harder to change in response to shifting priorities.

Government needs a better approach to building, buying and running the systems that support our programs and services so we can reduce the risk of service interruptions, protect against cyber threats, and better respond to emerging priorities and needs.

Measure of success

- 1) The percentage of critical systems that are classified as “legacy” and
- 2) the percentage of new digital products and services using common components.

Ministry calls to action

1. Fund technology as products and services rather than point-in-time investments.

Like other organizations, government often funds technology as one-off projects (i.e., we pay for them once and leave them to work). But as everyone knows, technology needs regular updates, or it can lead to security issues and service interruptions. Ministries must start treating their systems as products to be maintained and improved. This will mean forming permanent teams who can maintain and continuously improve digital products and services.

2. Adopt common components to reduce duplication.

Common components are re-usable building blocks for applications. They are designed to meet common needs, such as publishing content, proving your identity using the [BC Services Card](#), filling out a form through the [Common Host Form Service](#) or sending out a notification using the [Common Hosted Email Service](#).

Using common services and components gives teams a faster and more cost-effective way to build or use technology and digital services. Using these in combination with design patterns can also provide the end user with a more consistent experience.

3. Develop and run reliable, responsive, and adaptable applications.

When the technology that underpins a government service slows down or goes offline, the public loses access to a service they need and expect to use 24/7. Applications that are difficult to update also make it harder for ministries to respond to changing priorities or needs. Ministries need permanent teams who can use modern technology to build

applications that are resilient (unlikely to fail, even in unusual circumstances) and that are responsive to user needs.

4. Update key systems that are at risk of failure.

Ministries should prioritize updating key legacy systems that could interrupt service delivery. Ministries will need to develop a plan or roadmap that can guide iterative updates to these systems while balancing ongoing service delivery.

Support for ministries

Citizens' Services will:

- Work with ministries to update the digital funding model to better support the continuous improvement and upkeep of technology.
- Scale government's [private and public cloud platforms](#) to help ministries develop and host secure, modern and reliable applications.
- Expand the tools and guidance available to digital teams across government to help them build and run modern and reliable digital services.

The Deputy Ministers' Committee on Digital and Data will:

- Prioritize investments in new and existing [common components](#) to help digital teams deliver reliable services more quickly and cost-effectively.
- Prioritize funding to update or replace key legacy systems to ensure services remain reliable and responsive.

Setting an example: BC Registries Modernization

BC Registries and Online Services lets people register and manage their businesses, co-operatives, personal property, manufactured homes, and not-for-profit societies online. And until recently, the technology underpinning this service was badly outdated.

The [BC Registries](#) team decided to modernize the system using [government's private cloud platform](#) and common components such as [PayBC](#) and the [BC Services Card](#). As a result, BC Registries' new digital services are even faster and easier for people to use, and can be accessed 24 hours a day, 365 days a year.

BC Registries also created a permanent digital team to maintain and update its digital services, ensuring these will remain reliable and responsive to changing needs.





MISSION 4: Digitally equipped BC Public Service

Equipping the BC Public Service with the skills, culture, tools, and ways of working needed to deliver programs and services in the Digital Age.

The events of 2020 and 2021 (the pandemic, the wildfires, the floods) have underscored the need for government to use new tools and ways of working to deliver programs and services.

The responsibility for digital service delivery no longer falls solely to IT departments or to private sector vendors. Employees at all levels, in all roles,

need the tools, training and other support to deliver digital programs and services.

Government also needs to recruit and retain people with specialized digital skills to help deliver the modern services the public expects. Every employee is now in a digital role, regardless of their job title or job description.

Measure of success

- 1) Government-wide digital maturity, measured through the Digital Code of Practice, which guides the implementation of the Digital Principles;
- 2) Work Environment Survey scores for Tools and Workspace.

Ministry calls to action

1. Support public servants in acquiring modern digital skills.

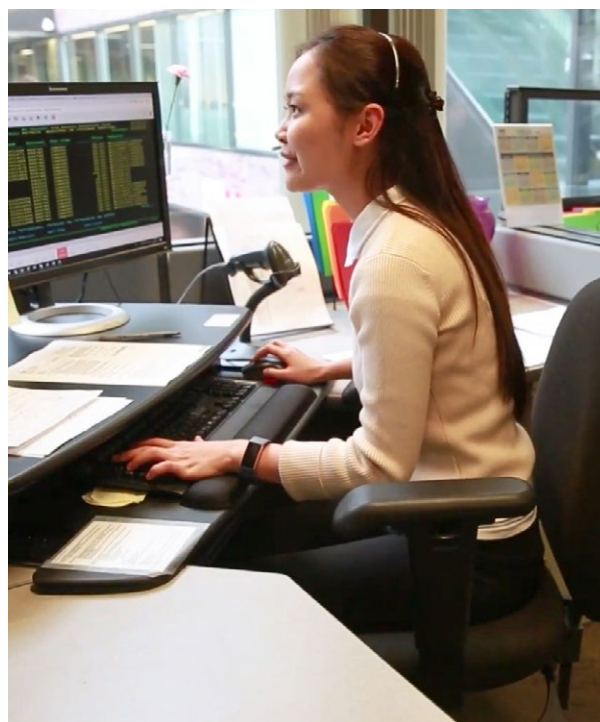
Employees in every role, at every level, should have the support, tools and training they need to acquire modern digital skills, such as user-centred design, writing in [plain language](#) for the web, and modern product management, all of which bring value to people in British Columbia.

2. Help senior leaders gain the digital literacy and other competencies needed to lead in the digital era.

Leaders need digital literacy so they can support their teams with confidence as they adopt new tools and ways of working. This requires an understanding of the culture, practices and technologies that have changed all sectors of society, including government.

3. Build internal capacity to support digital service delivery instead of relying solely on partnerships with the private sector.

With recent changes made to government core policy, ministries are no longer required to outsource all technology development to the private sector. Instead, ministries should start to build internal capacity in key roles, ensure program areas are driving the decision-making on digital services, and adopt more collaborative, partnership-based resourcing models with the private sector. This will mean forming blended digital teams that include both public servants and vendor partners.



Support for ministries

Citizens' Services will:

- Expand course offerings through the [Digital Academy](#) so that employees at all levels can develop the digital literacy and other skills needed to deliver digital programs and services.
- Work with the BC Public Service Agency to scale the Digital Talent and Recruitment program, which helps ministries rapidly hire talented technologists.
- Improve access and support for modern cloud-based tools such as [Software as a Service \(SaaS\)](#) to support performance and productivity in a hybrid environment.
- Create a seamless and productive environment to attract, retain and engage talented people from across B.C. through a government-wide Digital Workplace Initiative.

Setting an example: Deploying digital tools for remote work

Before the Covid-19 pandemic, the record number of employees working remotely at one time was 8,000.

When the Province declared a state of emergency on March 17, 2020, that number jumped to 25,000 – straining government’s network, which had not been set up to support so many remote workers at once. Many employees also lacked the modern tools needed to work from home effectively.

The Enterprise Services Division (Ministry of Citizens’ Services) responded fast. In just a few days, they upgraded government’s virtual private network, enabling the entire workforce to work remotely at the same time. They also accelerated the rollout of Microsoft Teams and Microsoft 365, essential collaboration tools for remote work.

These achievements lay a strong foundation for the team to continue launching additional tools that support remote and hybrid work. Since 2017, the Exchange Lab has been working to build digital capacity within the BC Public Service through its Digital Talent Program.

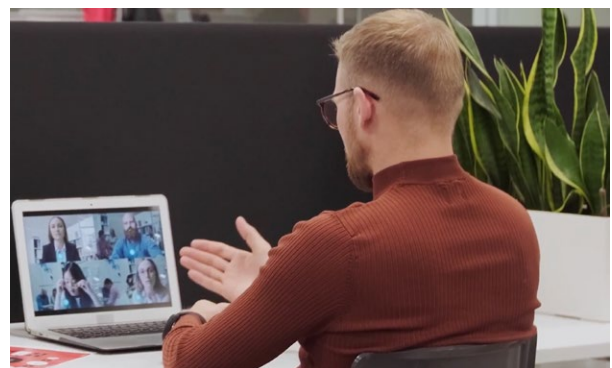
Early on, the [Exchange Lab](#) recognized that ministries faced several barriers to building digital capacity. It often took months or years to bring in external vendors to support digital initiatives. Further, there was no clear path for existing employees to develop their own digital skills, and ministries struggled to attract and hire talented technologists from outside government.

To address these challenges, the Exchange Lab launched the Digital Talent Program. This includes the Digital Marketplace, the Digital Academy, and the Attraction and Recruitment team.

Launched in 2017, the [Digital Marketplace](#) allows ministries to procure digital talent from the private sector in a matter of weeks (as opposed to months and years) so they can work together to solve service delivery challenges. The Marketplace has already awarded 147 opportunities valued at \$28 million to private sector partners.

The [Digital Academy](#) helps employees develop digital skills and ways of working to deliver programs and services in the digital era. The Academy offers dozens of courses on topics such as DevOps, agile development and human-centered design. The Academy also recently designed and delivered a Digital Era Leadership Program, which trains cohorts of senior leaders and executives on the six digital competencies.

The Digital Talent Attraction and Retention team is working to help ministries hire talented technologists. Since December 2021, the team’s 14 recruitment campaigns have attracted 439 job applications and resulted in 41 hires made by nine ministries. Nearly half of the successful applicants came from outside government.



Putting the plan into action

The [Deputy Ministers' Committee on Digital and Data](#) will be supporting the implementation of this Digital Plan, helping to drive coordinated action across government.

The committee is responsible for setting the strategy for digital service delivery, technology and data across government, and for providing capital funding to ministries for digital products and services.

The committee will be encouraging ministries to align their own digital initiatives with the Digital Plan. This includes using the Digital Plan as the basis for decision-making on digital investments.

As government delivers on this plan, the Ministry of Citizens' Services will be developing case studies to showcase the exceptional work of employees who are using modern tools and ways of working to deliver programs and services in the digital era.

The Digital Investment Office will also report on the measures of success included in the Digital Plan, as well as government's progress on each call to action.

Stay up to date by visiting the [Digital Government website](#).

For more information

Visit the [Digital Government website](#) at www.gov.bc.ca or visit the following websites for more information.

[BC Registries and Online Services](#)
bcregistry.gov.bc.ca

[BC Services Card](#)
digital.gov.bc.ca/common-components/bc-services-card
or
gov.bc.ca/gov/content/governments/government-id/bcservicescardapp

[BC Wallet](#)
gov.bc.ca/gov/content/governments/government-id/bc-wallet

[Cloud Services](#)
cloud.gov.bc.ca

[Common Components](#)
digital.gov.bc.ca/common-components

[Deputy Minister's Committee on Digital and Data](#)
gov.bc.ca/gov/content/governments/services-for-government/information-management-technology/im-it-capital-investment

[Developer Tools](#)
developer.gov.bc.ca

[Digital Academy](#)
digital.gov.bc.ca/learning

[Digital Identity](#)
digital.gov.bc.ca/commoncomponents/bc-services-card

[Digital Marketplace](#)
digital.gov.bc.ca/marketplace

[Digital Trust](#)
digital.gov.bc.ca/digital-trust

[Evacuee Registration and Assistance](#)
era-evacuees.embc.gov.bc.ca

[Exchange Lab](#)
digital.gov.bc.ca/communities/BCDevExchange

[Foundry BC app](#)
foundrybc.ca/virtual

[Health Gateway](#)
healthgateway.gov.bc.ca

[HealthLinkBC's Health Connect Registry](#)
healthlinkbc.ca/health-connect-registry

[PayBC](#)
digital.gov.bc.ca/common-components/paybc/

[Service and Content Design](#)
gov.bc.ca/gov/content/governments/services-for-government/service-experience-digital-delivery/service-content-design

[Software as a Service \(SaaS\)](#)
cloud.gov.bc.ca/saas

AT A GLANCE: Ministry calls to action

MISSION 1: Connected services

Prioritizing and delivering accessible, inclusive and connected services that can solve a person's complex problem as a whole, not in parts.

1. Collaborate across government to identify service gaps and opportunities across service journeys.
2. Apply service design principles to all service modernization projects.
3. Deliver at least three priority connected services by 2025.

MISSION 2: Digital trust

Delivering digital services that people trust and can access safely and securely.

1. Adopt government identity and trust services.
2. Embed privacy and security by design into services.
3. Design websites and digital services to be inclusive, accessible, modern and consistent with other government websites and services.

MISSION 3: Reliable and sustainable technology

Supporting reliable service delivery by improving the way we build and operate technology and digital services.

1. Fund technology as products and services rather than point-in-time investments.
2. Adopt common components to reduce duplication.
3. Develop and run reliable, responsive, and adaptable applications.
4. Update key systems that are at risk of failure.

MISSION 4: Digitally equipped BC Public Service

Equipping the BC Public Service with the skills, culture, tools, and ways of working needed to deliver programs and services in the Digital Age.

1. Support public servants in acquiring modern digital skills.
2. Help senior leaders gain the digital literacy and other competencies needed to lead in the digital era.
3. Build internal capacity to support digital service delivery instead of relying solely on partnerships with the private sector.



Ministry of Citizens' Services

