



Now and Tomorrow
Excellence in Everything We Do



Federation of Identity *A Departmental Perspective*

GTEC 2011

Tuesday, October 18, 2011

Canadians rely on HRSDC

- HRSDC pays out \$102 billion in service and benefits per year for key federal social programs
 - Employment Insurance, Canada Pension Plan, Old Age Security, Canada Student Loans, etc
- Manages more than 55 million web visits to ServiceCanada.gc.ca
- 2 million telephone calls to 1 800 O-Canada
- 9 million visits to more than 600 points of service
 - Including 330 Service Canada and outreach locations across the country

But our Business Model is Shifting Because...

- Client expectations continue to evolve
 - Canadians want fast and convenient service;
 - protection of their personal information;
 - efficient use of tax dollars in the delivery of services
- Canada's population is ageing,
 - Increase in senior client base and complexity of programs
 - significant pressure on current manual, paper-based legacy systems
- Ongoing fiscal restraint
 - Government-wide focus has been placed on cost-effectiveness

We need to become more efficient and effective in programs and service delivery while dealing with resources constraints

HRSDC is Taking Action...

- Drivers (expectations and costs) require HRSDC to modernize how benefits and services are delivered
 - Identity management is a central component of service delivery
- HRSDC's Identity Management Program is the foundation for how we identify our clients:
 - IdM Policy: a risk-based and standardized approach to identity for service delivery and integrity that will benefit both programs and clients.
 - Credentials: Provide clients with an innovative, client-centered, approach to on-line access to our programs while reducing costs

IdM Program allows for immediate service delivery innovations

...Building on What We're Doing

- Identity Management Initiatives already underway across HRSDC
 - A risk-based approach to Identity management through the standardization of practices and the validation of clients' identity allows:
 - Implementation of IdM Policy Suite;
 - Vital Events linkages;
 - Sin @ birth
 - SIN Rapid Access (SINRA)
 - Updating of electronic credentials enables clients to access programs and services online, irrespective of location and time

Building Blocks: HRSDC's IdM Policy Suite

Current IdM Practice

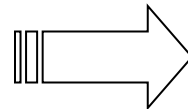
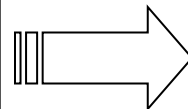
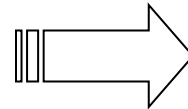
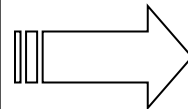
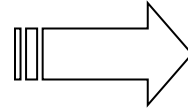
Inconsistent IdM approaches (collecting names, DoB, status in Canada) increases rates of errors and decrease data integrity

Service experience: Clients asked to provide different IdM information when applying for HRSDC benefits / services

Traditional transactions: Client initiated / program specific

Evolution of technology presenting **new challenges** to security and privacy

Over 70 authentication tools/credentials



Future HRSDC-wide Practice

Aligned approaches to IdM reduce risk of error and enhance data integrity

Improved service experience: Clients will know what IdM information is expected of them when applying for HRSDC benefits/services. Information holdings will be more accessible.

Enabled value-added transactions: Bundled activities; proactive service offerings

Standardized identity assurance enhances integrity, security and protection of personal information

Less than 40 reliable authentication tools/credentials to be used with a risk-based approach

- **HRSDC will be positioned to participate** and support ID management federation within the GoC and between the GoC and other sectors.

IdM Policy Suite positions us for the future

- IdM Policy Suite requires all HRSDC programs and services to electronically validate clients' identity through the Social Insurance Register and other databases, enabling:
 - Bundling of services such as SIN @ birth where parents of newborns can apply for a Social Insurance Number while registering the birth of their child
 - Increased program integrity and efficiencies through validation of clients' identity using the Social Insurance Register
- IdM Policy Suite is the foundation for the HRSDC IdM Program (IMP) – a centralized and rigorous identity proofing suite for all its programs and services
 - Through which individual clients will be able personalize their account with HRSDC and determine what personal information they will make available
- Standardization inside and outside
- Based on risk assessment, following Pan-Canadian Assurance Model

Building Blocks: Credentials

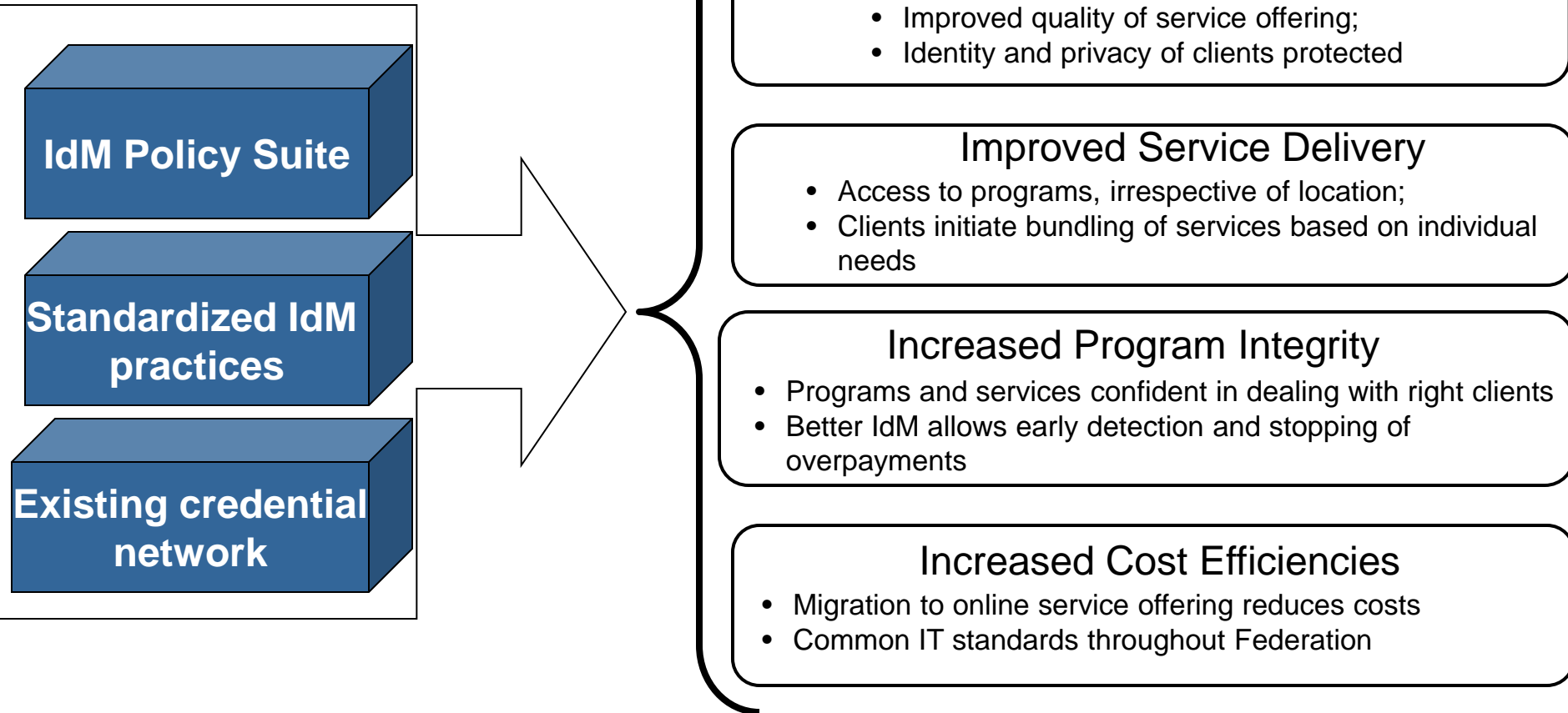
- Electronic credentials are key to HRSDC's business
 - 1.7M clients accessed our online services
 - 16 M transactions
 - 180,000 business subscribers (ROE)
- HRSDC replaced ePass credential with new GC Access Key in 2010
 - Using industry standard technology
 - Reduced HRSDC's credential services costs and enhanced client experience
- My Service Canada Account (MSCA) comprises over 90% of Access Key volumes
- HRSDC is key participant in the Cyber Authentication Renewal initiative led by TBS

Identity Management Program

- With building blocks of IdM Policy Suite and Credential in place, HRSDC can offer additional services that are bundled and perhaps 'automatic'.
- And offer improved services based on clients' preferences and consent as there is more certainty about who we are dealing with as the client's identity information has been validated

The Identity Management Program will enable the Federation of Identity in which organizations (federal, provincial, municipal, private sector) can trust each other's assurance of the identity of a client

Building Blocks will position HRSDC for the Future



**More speed, More Security, More Privacy,
More Integrity, Reduced Costs**