

**Meeting Note**  
**FPT Symposium on Digital Trust and Cyber Security**  
**September 16-17, 2024**  
**St. John's, NL**

**Attendees:** Hon. Elvis Loveless, Minister of Digital Government and Service NL (DGSNL) and Minister Responsible for the Office of the Chief Information Officer (OCIO); Blair White, Chief Information Officer, OCIO, and Sean Dutton, Deputy Minister of DGSNL.

**Purpose of Meeting:**

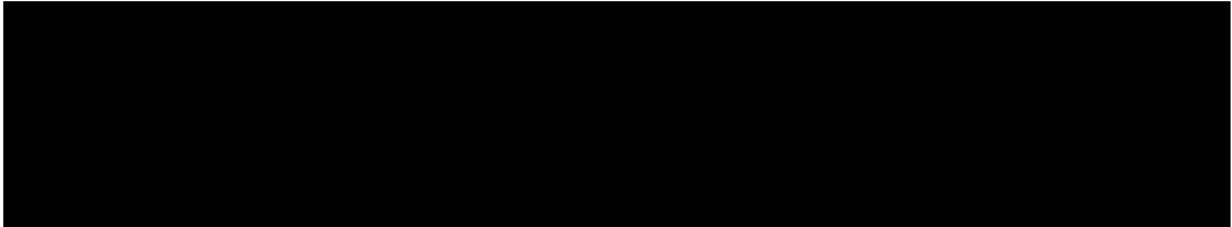
- The Federal-Provincial-Territorial (FPT) Symposium on Digital Trust and Cyber Security happening on September 16 to 17, 2024 at St. John's is the fourth of its kind. The last FPT Symposium was held in September 2024 in Niagara-on-the-Lake, Ontario. The purpose of the meeting is to continue collaborating and look for ways to make it possible for every province and territory to move ahead with solutions for digital trust, cyber security, and artificial intelligence.
- The program for the full symposium is included as Tab E.

**Background:**

- Québec hosted the first Ministers symposium on Digital Identity and Cyber Security in June 2022 to address issues related to the increasing use of digital services by Canadians, increase in digital fraud and cybercrime, and to explore the use of new tools and solutions.
- The Québec symposium mapped out a diverse landscape of digital trust and cyber security programs across the provinces and territories. Despite the various approaches and status, there was agreement on several shared priorities:
  - support digital growth for Canadians;
  - protecting against increasing cyber security threats;
  - finding and recruiting skilled resources; and
  - managing costs.
- To advance the collaboration agreed to in Quebec, the task fell to the Public Sector Chief Information Officer Council (PSCIOC) and the Public Sector Service Delivery Council (PSSDC), also known as the Joint Councils (JC). The overall intent was to continue to work on advancing a Pan-Canadian approach on digital trust and cyber security.
- In September 2022, the JC met and agreed to resource a Digital Credentials and Trust Program (DCTP) Office operated by the Institute for Citizen-Centred Service (ICCS). As a registered non-profit corporation, the goal of the ICCS is to support and promote citizen-centric services with Canada's public sector. ICCS aims to provide secretariat and communications for the FPT on Digital Trust and Cyber Security, support cross-jurisdictional implementation teams, and preliminary support for small and medium

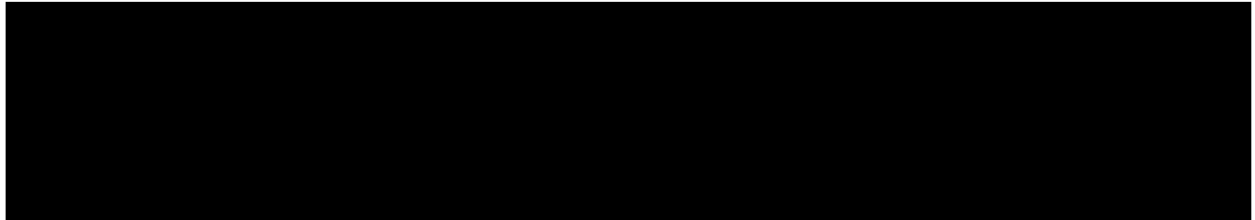
size jurisdictions. The purpose of the DCTP Office is to expand capabilities and provide guidance and assistance to jurisdictions with Digital Credential and Trust Program Initiatives.

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s.34(1)(a)  
s.34(1)(b)

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- Following the success of the Quebec symposium, the next FPT Symposium was held in Vancouver in January 2023. A key outcome from the Vancouver meeting was the endorsement of the development of a Pan-Canadian Workplan focused on digital trust, cyber security, and enabling Indigenous languages in identity systems. During the meeting the previous Minister committed to hosting the next FPT Symposium in St. John's sometime in 2024.
- In September 2023, Ontario held the third FPT symposium. A key outcome from the meeting was the importance of furthering the work around digital trust and efforts to understand/ harness Artificial Intelligence (AI) in the delivery of public services.
- The NL FPT Symposium agenda has been structured to support Pan-Canadian collaboration on 1) cyber security, 2) digital trust, and 3) artificial intelligence (AI). During the meeting, particularly the in-camera session on the first day (3:15-4:15 pm on September 16), all Ministers will be asked to discuss priorities for the next 12 to 24 months.

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s.34(1)(b)



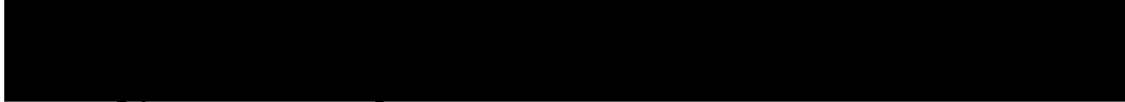
### **Agenda Item 1 – Cyber Security**

- Ministers and Deputy Ministers will be asked to consider their position on priorities for the Ministers' Forum for the next 6-18 months.

#### Analysis

- Threats from cyber criminals and hackers are increasing throughout the world. These threats are also becoming increasingly more sophisticated and evasive.
- The Government of Newfoundland and Labrador supported the establishment of an intergovernmental forum of ministers responsible for digital trust and cyber security to

share information and best practices, pool resources, and strengthen protections in the context of increasing and more sophisticated threats.

- Strategic issues that could be addressed by such a forum include:
  - working with local industry and post-secondary institutions to foster the new digital generation;
  - 
  - continuing to support the development of a Pan Canadian Trust Framework to enable a standard method and requirement when it comes to validating the electronic identity of Canadian citizens.

s.34(1)(a)  
s.34(1)(b)

### Potential Speaking Points

- The Government of Newfoundland and Labrador realizes the importance of protecting government assets from cyber threats, with that we will be performing public consultations starting next week to understand what if any legislative changes are required to protect government assets.
- The Government of Newfoundland and Labrador has identified cyber security as a key priority and invested accordingly. A cyber security office was established in 2023 to broaden our defense through collaboration and focus on end-user education and awareness.
- As a smaller jurisdiction, keeping pace with changes in technology, along with matching the skills required, is a constant challenge. Therefore, a priority is to fully explore collaborating opportunities, so that we may learn from each other's strength to advance a Pan-Canadian solution for digital credentials and cyber security.
- Both the digital credential and cyber security field are technical and complex. A key priority going forward is educating ourselves and raising our collective knowledge of the forces at hand. This could include gaining a clear understanding of trends in the technology industry, along with how to best advance standards/policies to ensure interoperability among all jurisdictions.

### **Agenda Item 2 – Digital Trust (Digital Government)**

#### Analysis

- Digital Trust is a broader concept that states it is only when a digital credential (e.g. a digital driver's license or high school diploma) is trusted that it can be used confidently for online transactions and communications. This concept also involves creating new policies and technologies, such as digital wallets, to strike the balance between increasing a citizen's choice to use more convenient digital services with the necessity to protect privacy and maintaining security against the growing list of online threats (e.g., identity theft).

- Digital credentials are a key enabler for furthering digital government services. It helps unlock traditionally complex paper-based processes, making it easier to go paperless. Primary challenges include the technical skills and investment needed to create a province-wide digital credential program. GNL began exploring a Digital Credential Pilot (DCP) project in August 2022 to help inform the province's next step as it continues to evolve online services for residents and provide a trusted, secure, privacy-focused means of validating identity. The project has been paused due to other priorities at NL Liquor Corporation.
- The focus of the DCP was verification of a person's age for the purchase of products where proof of age was a legal requirement (e.g., alcohol). Participation was to be voluntary. A key aspect of the DCP was to provide residents with more privacy-preserving choices. Today, citizens have little recourse to paper-based credentials. Digital credentials provide citizens the means to take control of their information and enable them to decide how they wish to share information.
- DGSNL and OCIO had discussions with officials from the Newfoundland and Labrador Liquor Corporation (NLC), who were receptive to a pilot. Due to priorities in other areas, along with work underway with the Digital Trust and Credentials Program (DTCP), officials are currently reviewing options on a plan forward.

#### DTCP (Digital Trust and Credentials Program)

- Although each jurisdiction is at a different stage of offering digital trust services, there are two areas that offer opportunities to collaborate: communications and standards.
- Part of the mandate of the DTCP is to offer various communication products that convey simple and compelling messages on the importance of digital credentials. As the pilot projects advance, there is an opportunity to share learnings from public engagement that all jurisdictions could benefit. This will help to offer further clarity on an already complex technical topic.
- Developing standards is essential, ensuring interoperability between jurisdictions. The Government of Canada has engaged the Standards Council of Canada (SCC) on developing a voluntary-based digital credentials conformance assessment standard. Its purpose is to inform which digital wallets in the global marketplace are safe to use. DTCP has been asked to liaise with federal officials on opportunities to align the work undertaken by SCC with the Pan-Canadian workplan.

s.34(1)(a)  
s.34(1)(b)

- [REDACTED] along with officials from [REDACTED] sit on an observation (non-voting) committee for the SCC project. The aim is to gain a better understanding of the overall landscape of digital credentials.
- The importance of digital trust will continue to grow from increased use of Artificial Intelligence (AI) by public institutions. For instance, AI will make it easier to analyze and generate content. As the delivery of government services moves further way from

over the counter to digital platforms, citizens and government departments will need the means to verify who they are dealing with to ensure trust.

## Digital Government

- The mandate letter of the Minister of DGSNL, and the OCIO, includes the following commitments:
  - “Continue to lead the modernization of the delivery of government services to transition to a government that is digital-by-design to harness the full potential of technology”; and
  - “Reduce manual, paper-based processes for government services by increasing the number of services delivered online by 75 per cent by 2022 through implementation of the digital-by-design roadmap.”
- MyGovNL was launched as a citizen-facing portal in March 2019. Since then, new digital services continue to be added. Over the past year, recent attention has been with health and education.
- In January 2024, the Personal Health Record (PHR) was added to MyGovNL. It allows residents to securely access their health information and other health information resources. As of August 2024, approximately 100,000 citizens have registered to use the PHR service.
- In May 2024, the Department of Education announced the launch of the Provincial Government’s Early Learning Gateway. Through MyGovNL, the Early Learning Gateway will help improve access to early learning and childcare in Newfoundland and Labrador. It will connect regulated childcare service providers with parents and guardians who need childcare through a digital waitlist. As of August 2024, the Early Learning Gateway has had approximately 5,564 citizens registered on the waitlist.
- From MyGovNL's launch date in November 2019 to March 31, 2024, MyGovNL recorded the following usage statistics:
  - Registered MyGovNL Account Users: 369,497
  - Vehicle Renewals: 1,041,834
  - Drivers License Renewals: 189,489
  - Online Driver Exam Tests: 82,055
  - Driving Records: 42,851
- A list of the services currently offered by MyGovNL, or in progress, is included in Annex A.

## Potential Speaking Points

- Presently the expansion of MyGovNL is our priority, this includes increasing the security and privacy of our citizens using MyGovNL, along with expanding functionality

into other departments is a priority and not the digital credentials work. [REDACTED]

s. 35(1)(d)

[REDACTED]

[REDACTED]

s.34(1)(a)

s.34(1)(b)

- The digital technology consultations about to begin will cover what is required to protect government online services to ensure our citizens are protected.
- Digital credentials will be looked at further down the road as we continue to follow the FPT journey and learn more. We will also continue to explore a digital credential pilot project regarding age verification. It will help inform our next steps on how best to create a sustainable provincial digital credential program.
- We need to ensure the digital credential services we are building within our own jurisdictions are safe, secure, and interoperable with the latest advances in technology. That said, we need to keep an eye to ensuring efforts to develop standards that can give Canadians a degree of assurances they can safely avail of the most out of the global digital economy.

**Agenda item 3 - Artificial Intelligence (AI)**

Analysis

- AI is an emerging technology which offers potential benefits to governments, along with risks which need to be managed by governments.
- Governments in Europe have passed Bills into Acts. The European Union implemented an Act in the fall of 2023.
- Government of Canada is working a Bill through their legislature, this Bill has not passed to date.
- The government of Ontario is presently working on a Bill through their legislature, first reading occurred in the spring of 2024.
- Government of Canada has guidance which most jurisdictions, including GNL, has used to support their own public service policy development.

[REDACTED]

s. 35(1)(d)

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s. 35(1)(d)

• [REDACTED]

s. 35(1)(d)

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**Potential Speaking Points**

- The government of NL is aware of the importance of ensuring the proper guidance is in place for this emerging technology, with that we are starting public consultations over the coming weeks to determine how we advance the legislation of this technologies.
- AI is a learning journey for all governments. As a province we are on par with the other jurisdictions on a collective journey.
- The end users of AI will not be our technology division of the OCIO, but the core departments. [REDACTED]

s. 35(1)(d)

[REDACTED]

- GNL is both excited and working to ensure responsible usage of AI is in place within the public service.
- GNL is working to ensure governance is in place to ensure this responsible use.
- GNL appreciates the FPT collaboration on this technology.

**Prepared/Approved by: M. Bannister/M. Healy/B. White**

**September 13, 2024**

## Annex A MyGovNL List of Services

### FY2021-22

- COVID forms (Static links) – April 2021
- NLVaxPass Linkage – October 2021
- Various support enhancements & maintenance
  - Security email changes
  - Broken/outdated links in MyGovNL MRD Bundle
  - Update text on linking MRD
  - Providing possible ineligibility reasons when a citizen is ineligible to renew DL or Vehicle online
  - Update to FFA Wood Cutting maps in preparation of the January 2022 renewal period
  - Updated/corrected contact information on MyGovNL which increased support requests for Digital team
- MRD New Website (Customer Experience) – August 2021
- Migration to Vivvo Citizen Platform – March 2022

### FY2022-23

- MRD Offroad Vehicles – May 2022
- MRD Insurance Verification – November 2022

### FY2023-24

- MRD Registration Reprint – May 2023
- HCS Personal Health Record - Pilot launch in July 2023

### FY2024-25

- MRD Offroad Safety Testing – May 2024
- EDU Early Learning Gateway – May 2024
- MRD Vehicle Transfer – June 2024
- HCS Digital Front Door – July 2024
- [REDACTED] s. 31(1)(f), s. 35(1)(d)
- [REDACTED]
- [REDACTED] s. 35(1)(d)