

Meeting Note
Department of Digital Government and Service NL
Office of the Chief Information Officer
FPT Symposium on Digital Trust and Cyber Security
7:30 a.m. September 16, 2024
Pinnacle Restaurant, Delta Hotel, 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) and Hon. Todd J. McCarthy, Minister of Public and Business Service Delivery and Procurement.

Background:

- The Ontario government's digital services are structured around a centralized approach, overseen by the Ministry of Public and Business Service Delivery (MPBSD). It's comprised of Service Ontario, Consumer Protection Ontario, Archives, and the Ontario Gazette. The ministry is responsible for providing and managing digital and IT infrastructure, including cyber security, across government agencies. MPBSD annual budget is approximately \$2.25B and has a staff complement of about 8,000 FTEs.
- After extensive consultation between 2019 to 2024, MPBSD introduced **Strengthening Cyber Security and Building Trust in the Public Sector Act** (Bill 194) in May 2024. The Act was introduced to bolster cyber security; provide further privacy protections to minors and establish policy frameworks for the responsible use of artificial intelligence (AI) within the public sector. The scope of Bill 194 will be core government and public institutions such as hospitals, colleges/ universities, government agencies, police services, school boards, and children's aid societies.
- Key provisions include:
 - Cyber security standards: Public sector entities must develop cyber security programs, follow standards, and report incidents. These standards will be set MPBSD.
 - AI governance: This involves accountability frameworks for AI use in the public sector, requiring transparency and risk management when handling AI. AI systems must be disclosed, and their risks managed in accordance with regulations.
 - Protection of minors' data: introduces safeguards for digital information pertaining to minors, including processing data by institutions like children's aid societies and schools.
 - Privacy amendments: The bill amends the **Freedom of Information and Protection of Privacy Act** to require privacy impact assessments and mandatory breach notifications.
- Through Service Ontario, MPBSD is advancing a variety of initiatives to improve the delivery of government services. This includes recent projects that involve partnerships with corporate retailers (Staples), municipalities and First Nations to offer (via Mobile Service Centres) individuals and businesses convenient services while maintaining a community presence. Other initiatives involve continued modernization efforts for over-the-phone and web-based services.

Current Status:

- Second reading debate of Bill 194 adjourned on May 28, 2024.