Open Government: ATIP Digital Services Update

Presentation to the ATIP Community

October 1st, 2020

Overview

- Our response to COVID-19

- Update on development of the ATIP Online Request Service

- Update on the procurement of the ATIP Request Process Software Solutions

The pandemic highlighted the importance of openness, transparency and trust

- Canada has benefited from traditionally higher levels of trust in government
  - Facilitated GC response to COVID-19 and compliance with safety measures
- The importance of transparency has been highlighted by senior officials, the Information Commissioner, the President of Treasury Board and the Prime Minister
- Open Government Portal accelerating work to:
  - Determine high-value COVID-19 datasets to prioritize for release
  - Create a COVID-19 resource page on the Open Government Portal
  - Release CERB, CEWS, CESB data as open data

The Open Government team has learned from the pandemic

- The **principles of open government** (transparency, accountability, integrity and citizen participation) are needed to foster that trust and to be part of the GC COVID-19 response

- Open government can be **one of the tools** that will help address the pandemic's response and recovery

> *"Moving forward, we will be releasing the latest figures on the CERB through the government's open data portal."*
>
> Rt. Hon. Justin Trudeau, P.C., M.P.
> Prime Minister of Canada

How the pandemic changed our work

Business as usual

- **Portal** improvements
- **Proactive disclosure**
- **Intergovernmental** and **international** collaboration
- Help institutions **format & structure** data before publication
- Provide **guidance** around the creation of metadata records / data dictionaries
- Provide guidance on how to leverage **APIs** to publish data
- Help institutions onboarded to ATIP Online to address issues, **accept payment** and **process refunds**
- Ongoing work on the ATIP Request Processing Software procurement

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Opportunities

- Re-focus our open government initiatives to address citizen needs, prioritizing **COVID-related open data and information**
- **Harmonize** the Government of Canada's open government efforts
- Planning a **fully-digital** public consultation, including deliberative dialogue
- Using our **systems and tools** to assist with ATIP and proactive release for departments with system access issues
- Support to institutions onboarded to ATIP Online by **extending the retention of request information from 30 days to 1 year**

ATIP Digital Services

The ATIP Digital Services team was created to support federal institutions to meet their obligations under Access to Information and Privacy legislation and associated policies

ATIP Online Request Service (AORS)

- Custom application developed to act as a communications portal between requesters and federal institutions subject to the Acts
- User tested and user-centred design
- First launched in 2018, it was designed to receive requests and process payments.
- The application was intended to be iterative and continues to evolve with new functionalities
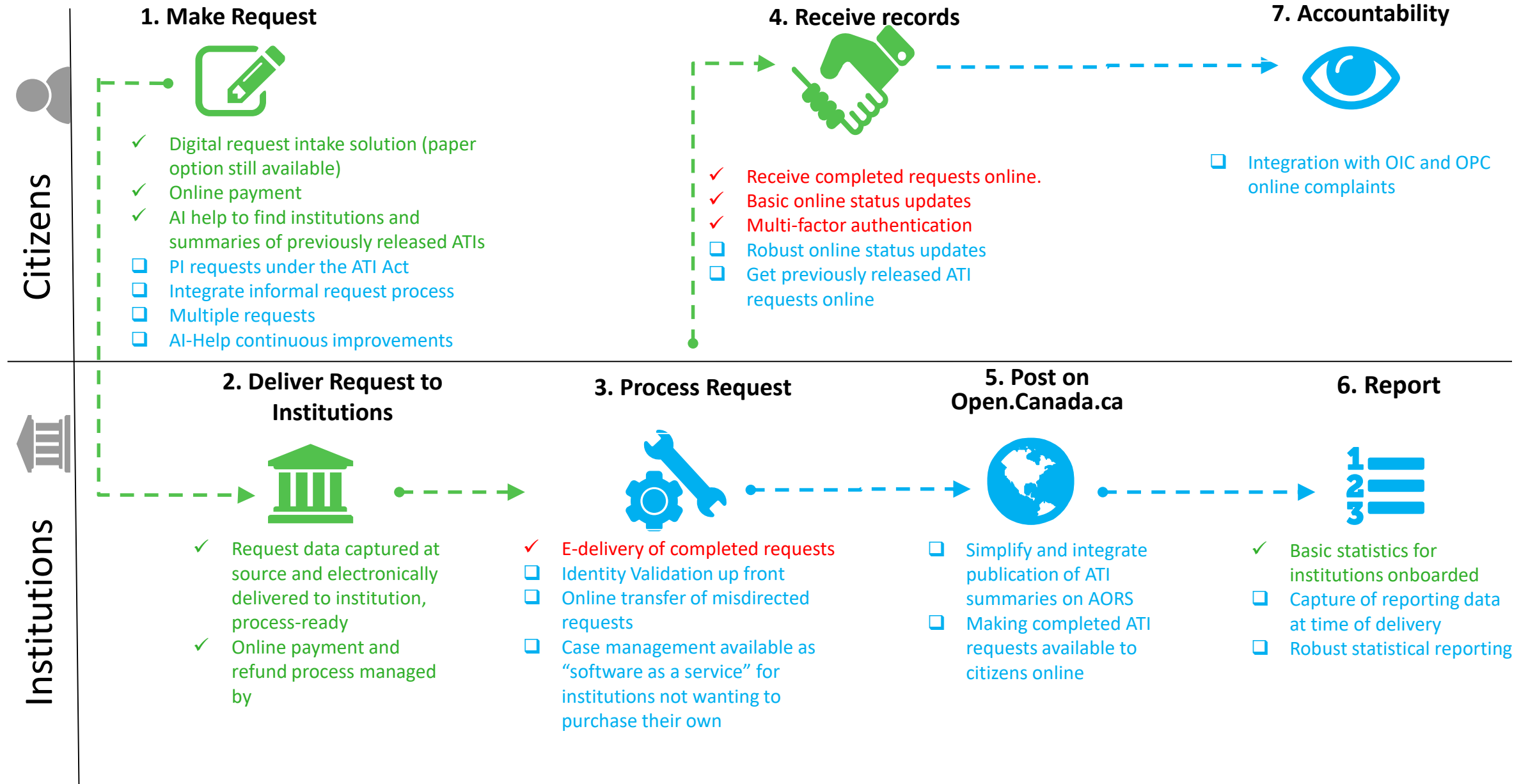
ATIP Request Processing Software Solution (RPSS)

- Centralized procurement for preferred back office solutions to support institutional ATIP operations
- Multi-tiered contracting vehicle that will allow for a number of qualified vendors to provide service to institutions

We have been working iteratively to digitize the process

ATIP Online
- 🟢 Release 1.0/2.0 (2018-2020)
- 🔴 Release 3.0 (Fall 2020)
- 🔵 Future releases (Unfunded)

Citizens

1. Make Request
- ✓ Digital request intake solution (paper option still available)
- ✓ Online payment
- ✓ AI help to find institutions and summaries of previously released ATIs
- ❑ PI requests under the ATI Act
- ❑ Integrate informal request process
- ❑ Multiple requests
- ❑ AI-Help continuous improvements

4. Receive records
- ✓ Receive completed requests online.
- ✓ Basic online status updates
- ✓ Multi-factor authentication
- ❑ Robust online status updates
- ❑ Get previously released ATI requests online

7. Accountability
- ❑ Integration with OIC and OPC online complaints

Institutions

2. Deliver Request to Institutions
- ✓ Request data captured at source and electronically delivered to institution, process-ready
- ✓ Online payment and refund process managed by

3. Process Request
- ✓ E-delivery of completed requests
- ❑ Identity Validation up front
- ❑ Online transfer of misdirected requests
- ❑ Case management available as "software as a service" for institutions not wanting to purchase their own

5. Post on Open.Canada.ca
- ❑ Simplify and integrate publication of ATI summaries on AORS
- ❑ Making completed ATI requests available to citizens online

6. Report
- ✓ Basic statistics for institutions onboarded
- ❑ Capture of reporting data at time of delivery
- ❑ Robust statistical reporting

ATIP Online Request Service Evolution

AORS Version 2
Existing Functionality

- Request submission

- Payment/refund processing

- Electronic delivery to institution via secure email

- Artificial intelligence to help direct requests

- All 265+ institutions under the ATIA and PA easily discoverable

AORS Version 3
New Functionality

- Sign-In Canada integration
- Multi-factor authentication

Requester:

- User accounts
- Request status and history
- Secure electronic receipt of completed responses

Institutions:

- Portal with user management
- Batch download of requests
- Secure electronic delivery of completed responses

The Evolution of the ATIP Online Request Service

- Our approach in developing this platform is and will continue to be inclusive and iterative

- We have engaged with users at every iteration.

- AORS 3.0 is roughly 90% complete. We are working hard to finalize the product

Completed
- ✓ Consultation and prototype testing with institutions with specified requirements
- ✓ Internal accessibility testing
- ✓ User experience testing with internal and external user groups before and during the pandemic
- ✓ Training of 10 pilot institutions as well as 6 additional institutions

The last few steps
- ☐ Ongoing external User Experience testing on the requester dashboard
- ☐ External accessibility testing
- ☐ Technical brief with the media
- ☐ Technical brief with the OIC and OPC
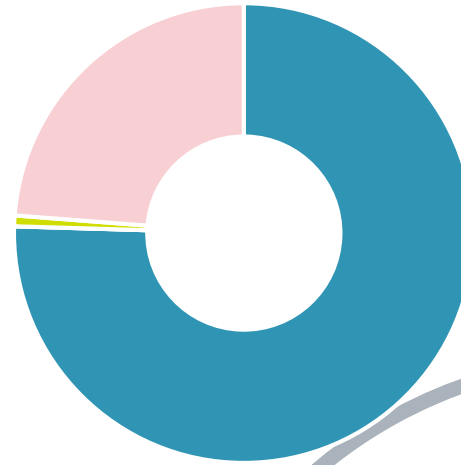- ☐ Training for remaining institutions currently on AORS will continue into December

AORS 3.0 Implementation Plan

Number of Institutions
- AORS 3
- AORS 2
- IRCC
- None of the above
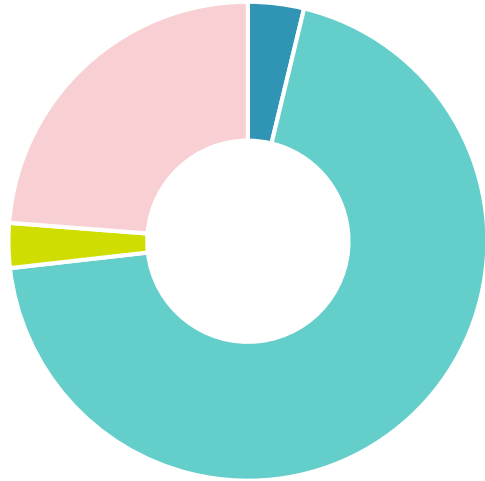
Fall 2020 *

Two platforms will operate in parallel
- Request submission process will be based on target institution of the request

Version 3.0 Launch

Target: by end of 2020

Institution transition from v.2.0
- Institutions will transition to AORS 3.0 continuously
- AORS v.2.0 will shut down once 3.0 is in steady state

Improvements to resolve issues

Target: by end of fiscal

- 8 Institutions transition from IRCC pilot portal
- 63 Institutions not on any portal expected to join AORS

Universal adoption

* Timing subject to changes resulting from ongoing testing, funding and other external variables
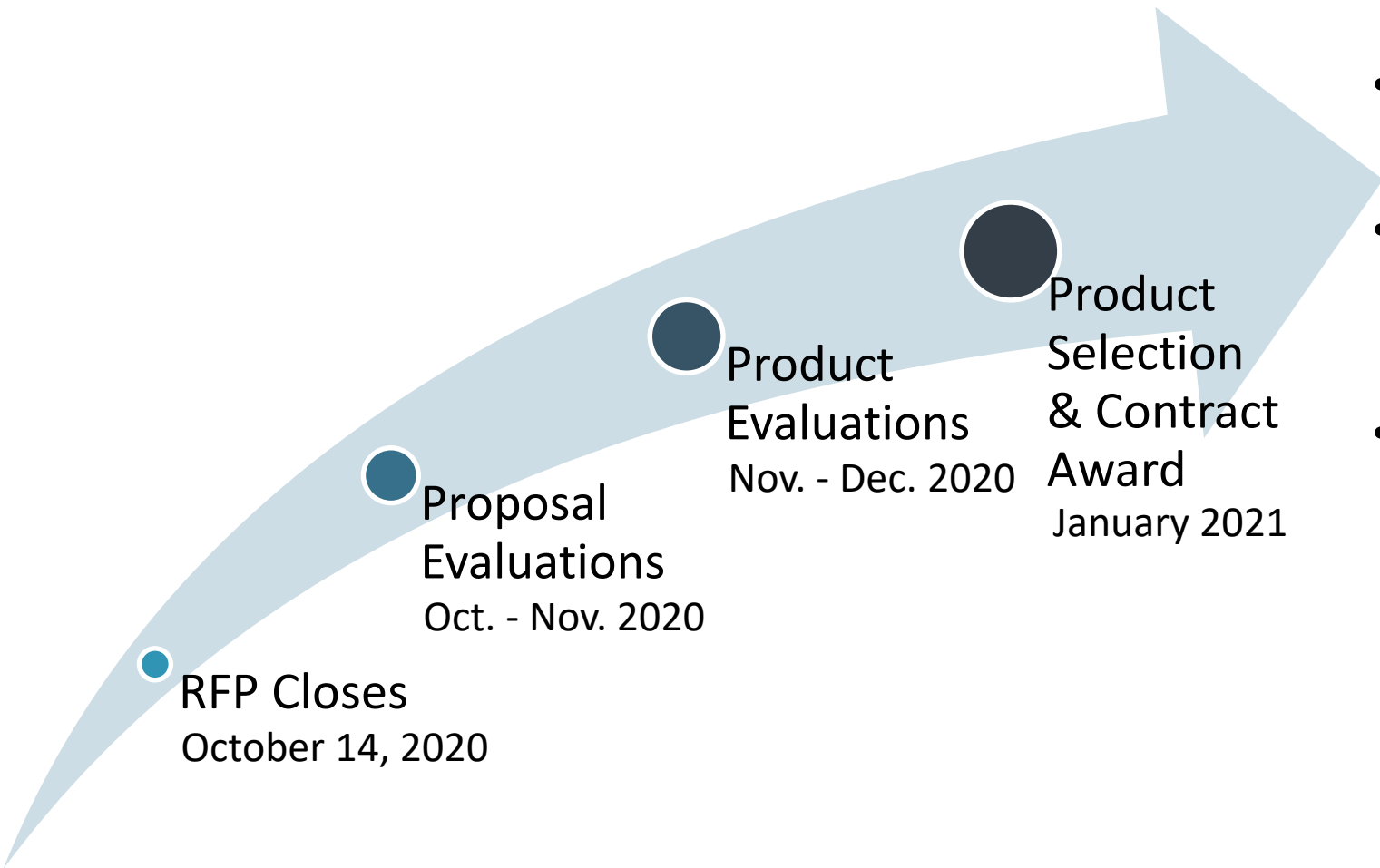
Request Processing Software Solution

What's New?

- RFP closing October 14
  - 60 questions from bidders
  - 10 amendments
  - 3 extensions

What's Coming?

- Bid assessment
- Product evaluation
- Contract award

Next Steps

RFP Closes
October 14, 2020

Proposal
Evaluations
Oct. - Nov. 2020

Product
Evaluations
Nov. - Dec. 2020

Product
Selection
& Contract
Award
January 2021

- Software will be available for purchase in 2021

- While each institution has their own IT processes, you can start setting the ground work

- Two guidance documents will be available shortly to get you started:
  - Getting Ready for Procurement and Implementation – A Guide for Institutions
  - ATIP Software Procurement and Deployment Guide for Institutions

Stay Informed As We Move Forward

GCcollab

- More information available on the ATIP Digital Services group in GCCollab (https://gccollab.ca/groups/profile/15497/)

- Join the group and signup for notifications for progress updates

If you have any specific questions, please do not hesitate to contact us by email at ATIP-Web-AIPRP@tbs-sct.gc.ca.

Questions?

Thank you!