

BUDGET 2021

GOVERNMENT OF ALBERTA | 2021-24

Ministry Business Plan

Service Alberta

Service Alberta

Business Plan 2021-24

Ministry Fact Sheet – Mandate and Structure

Service Alberta has a strategic role within government to support Alberta’s economic recovery by driving innovation, modernizing government and fostering efficient delivery of government programs, services and information. The ministry’s focus is on:

- developing technology breakthroughs and innovations to prepare the government and citizens to meet future needs and to support economic recovery;
- optimizing and modernizing the delivery of current programs and services to meet existing and emerging needs and to provide good value for taxpayers; and
- protecting Albertans and businesses in an increasingly complex and changing economic and social environment.

The ministry is a leader in delivering services digitally, which will improve services to Albertans by simplifying interaction between citizens, businesses, and government, while also improving government’s ability to respond to emerging needs and reducing the cost of services. Service Alberta is adopting innovative procurement practices to improve agility, time to market, and value received, while providing new opportunities for small organizations to conduct business with government.

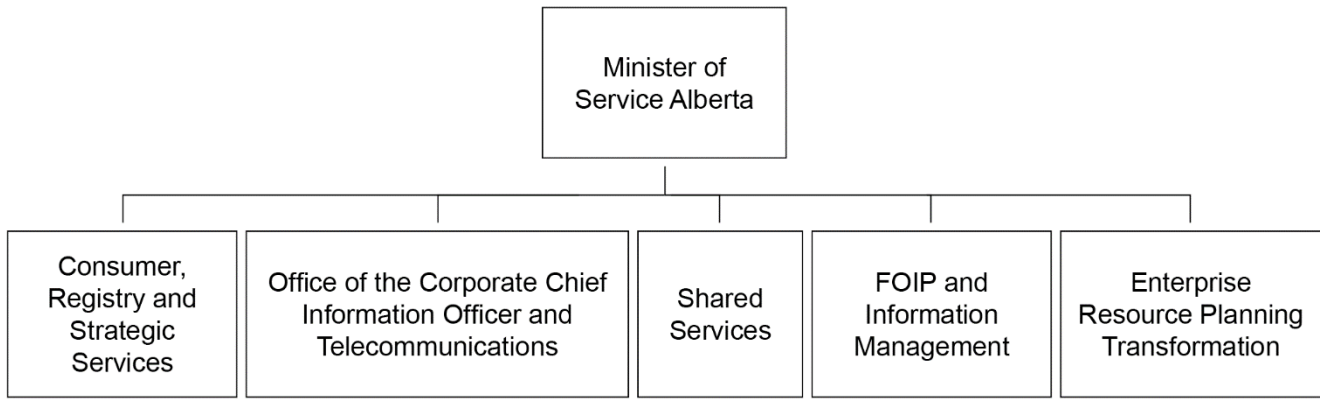
Service Alberta will collaborate with innovative technology companies to test global best practices and new technologies to deliver services faster, more securely, and at a lower cost. Developing advances in technologies like artificial intelligence, machine learning, and robotic process automation will help the province become one of the most innovative public sector jurisdictions in the world.

The ministry will continue to respect and protect the privacy of Albertans’ personal information and will ensure the government is transparent through the *Freedom of Information and Protection of Privacy (FOIP) Act* and the *Personal Information Protection Act*. Service Alberta will enhance the management of data and information to make more informed and timely decisions, and to support innovation.

The ministry is committed to building a framework to support widespread access to high-speed broadband across the province to ensure that all Albertans can take advantage of online services and remote learning. Making connectivity a foundational part of the province will encourage investment, job creation and economic diversification.

While working with ministry partners, Service Alberta aims to modernize business processes, and to introduce technology that will increase government productivity, efficiency and effectiveness. Service Alberta will improve program delivery across government and provide better value for taxpayers by adopting consistent policies and standards, and leveraging resources as a single enterprise.

Service Alberta will continue to review legislative and regulatory frameworks, policies, and procedures to reduce red tape, streamline processes and ensure Albertans and businesses are able to thrive in an open, secure and competitive environment. The ministry is committed to increasing consumer and business awareness through provision of information, education and outreach strategies, and the use of technology to share information. Inspections and investigations will occur to protect consumers and enable businesses to compete on a level playing field.



A more detailed description of Service Alberta and its programs and initiatives can be found at:

www.alberta.ca/service-alberta

The Ministry of Service Alberta continues to review programs to ensure Albertans receive efficient and client-focused services from their government. As part of this ongoing review, the ministry is committed to making life easier for hard-working Albertans and job creators by reducing regulatory requirements by one-third by 2023, and eliminating administrative burden through more efficient processes. This work will improve service delivery for Albertans; foster economic growth, innovation and competitiveness; and create a strong and attractive investment climate.

Ministry business plans should be considered in conjunction with all budget documents - including the Fiscal Plan, Government Strategic Plan, and Estimates - which work together to provide a complete overview of government's commitment to responsible fiscal management.

Business Plan – Core

Outcome 1

Government is modernized

Key Objectives

- 1.1 Based on best practices of global digital leaders, develop and implement a digital strategy that ensures all new systems are digital by default and improve Albertans’ access to government services.
- 1.2 Reduce red tape, and associated time and financial costs of compliance to make it easier for individuals and businesses to operate in Alberta.
- 1.3 Modernize the government’s technology infrastructure, business applications and internal government services to generate efficiencies and improve productivity through innovation.

Initiatives Supporting Key Objectives

- In 2021-22, \$6.4 million will be invested to implement industry best practices including automated routing and artificial intelligence, to modernize government contact centres to digitize and streamline regulatory assurance processes.
- In 2021-22, \$150,000 will be invested to test remote community broadband services that can be provided by Low Earth Orbit satellites.
- In 2021-22, \$10.7 million is allocated toward registry modernization to expand access to information and services through MyAlberta eServices.

Performance Metrics

1.a Performance Measure: Number of services available through MyAlberta eServices

As of 2020-21, 100 services have been made available through MyAlberta eServices, improving accessibility of government services to Albertans.

Targets	2021-22	115	2022-23	125	2023-24	135
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Outcome 2

Data and information management is enhanced

Key Objectives

- 2.1 Modernize the way government’s data and information is managed, which includes the use of enhanced data analytics, and by introducing common and consistent ways of classification, organization and access.

Initiatives Supporting Key Objectives

- In 2021-22, \$5.1 million is targeted to modernize government’s information management tools, including implementation of Microsoft 365 and Enterprise Content Management systems, which will enhance the way government manages information.
- In 2021-22, \$2.5 million is allocated to perform data analytics work to enable partner ministries to make better policy and program decisions.

Performance Metrics

2.a Performance Measure: Total number of visits to the Open Government Portal

In 2020-21, there were just over 3.8 million visits to the Open Government Portal, allowing Albertans to access government information and datasets, and enhancing government transparency.

Targets	2021-22	4,000,000	2022-23	4,200,000	2023-24	4,400,000
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Outcome 3

Consumers are protected and a competitive business environment is preserved

Key Objectives

- 3.1 Improve consumer protection through inspections, investigations, enforcement actions and effective legislation.
- 3.2 Balance effective industry regulation and protection of consumer interests while enhancing governance and reducing unnecessary red tape.
- 3.3 Improve access to timely and efficient consumer dispute resolutions.

Initiatives Supporting Key Objectives

- In 2021-22, \$75,000 is allocated to review the *Business Corporations Act* to eliminate red tape and outdated provisions that stifle competition, thereby supporting Alberta in becoming a destination of choice for people to register a business in Canada.
- In 2021-22, \$500,000 is allocated to implement the *Prompt Payment and Construction Lien Act* to streamline adjudication and dispute resolution processes for contractors and industries, to ensure a fair marketplace for consumers and businesses.

Performance Metrics

3.a Performance Measure: Percentage of investigations into alleged consumer protection legislation violations completed within established timelines

In 2020-21, 85 per cent of investigations were completed within established timelines.

Targets	2021-22	86%	2022-23	87%	2023-24	87%
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3.b Performance Measure: Percentage of urgent tenancy dispute resolutions completed within established timelines

In 2020-21, 94 per cent^A of urgent tenancy applications were heard within the established 15-day timeline.

Targets	2021-22	81% ^A	2022-23	83% ^A	2023-24	85% ^A
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^AThis percentage was affected by a lower number of applications due to the COVID-19 pandemic and future years are expected to have a lower number of applications heard.

STATEMENT OF OPERATIONS

(thousands of dollars)

	Comparable			2021-22 Estimate	2022-23 Target	2023-24 Target
	2019-20 Actual	2020-21 Budget	2020-21 Forecast			
REVENUE						
Land Titles	68,795	84,475	76,028	76,000	76,000	76,000
Motor Vehicles	517,370	545,715	509,660	530,200	542,500	542,700
Other Premiums, Fees and Licences	48,651	50,440	43,738	43,000	42,535	42,535
Utilities Consumer Advocate	5,964	7,321	7,321	6,836	6,692	6,692
Other Revenue	74,336	71,670	71,670	71,670	71,670	71,670
Ministry Total	715,116	759,621	708,417	727,706	739,397	739,597
Inter-Ministry Consolidations	(59,206)	(67,225)	(67,225)	(67,225)	(67,225)	(67,225)
Consolidated Total	655,910	692,396	641,192	660,481	672,172	672,372
EXPENSE						
Ministry Support Services	9,899	9,425	9,425	7,106	7,060	7,060
Land Titles	12,009	11,000	10,960	10,543	10,300	10,300
Motor Vehicles	11,910	13,160	13,030	13,273	12,921	12,921
Other Registry Services	11,510	11,455	11,225	19,585	10,379	10,379
Freedom of Information and Protection of Privacy	13,740	12,465	12,465	11,377	11,290	11,290
Consumer Awareness and Advocacy	22,283	24,505	24,505	24,386	23,940	23,560
Utilities Consumer Advocate	6,068	7,321	7,321	6,836	6,692	6,692
Enterprise and Shared Services	576,124	573,498	588,382	535,755	517,938	517,318
Ministry Total	663,543	662,829	677,313	628,861	600,520	599,520
Inter-Ministry Consolidations	(72,861)	(67,225)	(76,809)	(71,225)	(71,225)	(71,225)
Consolidated Total	590,682	595,604	600,504	557,636	529,295	528,295
Net Operating Result	65,228	96,792	40,688	102,845	142,877	144,077
CAPITAL INVESTMENT						
Land Titles	1	-	-	-	-	-
Other Registry Services	14	-	-	-	-	-
Consumer Awareness and Advocacy	530	-	-	-	-	-
Enterprise and Shared Services	85,264	88,742	81,442	97,327	91,478	92,621
Consolidated Total	85,809	88,742	81,442	97,327	91,478	92,621