

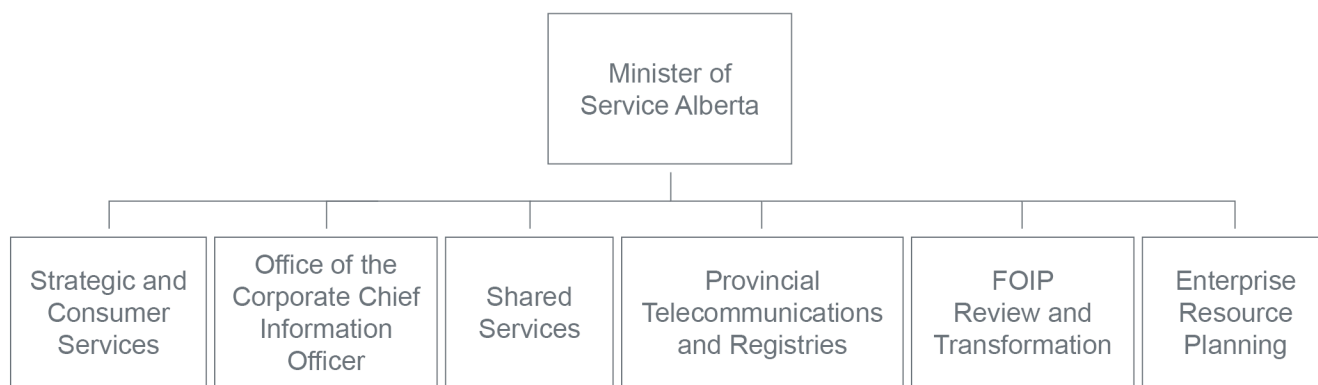
# Service Alberta

## Business Plan 2019–23

### Ministry Mandate and Structure

Service Alberta has a strategic role within government to drive innovation and foster efficient delivery of government programs, services and information, while reducing unnecessary regulatory burden on Albertans. The ministry is also supporting Alberta’s economic recovery by ensuring the marketplace is competitive and fair, and that consumers are protected. The ministry’s focus is:

- protecting consumers in an increasingly complex and changing economic and social environment;
- optimizing the current programs and services to meet existing needs;
- modernizing the delivery of current programs and services to meet emerging needs; and
- developing breakthroughs and innovations that will prepare the government to meet future needs.



A more detailed description of Service Alberta and its programs and initiatives can be found at: [www.servicealberta.ca](http://www.servicealberta.ca).

### Ministry Outcomes

- Consumers are protected
- Government is transparent and information is secure
- Government is modernized
- Service delivery is improved

## Outcome 1

### What We Want To Achieve

#### Consumers are protected

Service Alberta establishes a clear set of legislative and regulatory frameworks to ensure an open, secure and fair marketplace. Education and awareness activities are delivered to inform and empower consumers and businesses to participate with confidence in the marketplace. Inspections and investigations occur to ensure consumers are protected and that businesses are able to compete on a level playing field.

#### Key Objectives

- 1.1 Improve consumer protections and outreach activities to educate Albertans.
- 1.2 Ensure legislation and regulatory frameworks enable consumers and businesses to operate in an efficient, fair and openly competitive marketplace.
- 1.3 Balance effective industry regulation and protection of consumer interests while enhancing governance and reducing unnecessary red tape.
- 1.4 Use modern technologies and approaches to distribute important consumer information directly to Albertans.
- 1.5 Improve access to timely and efficient consumer dispute resolutions.

#### Initiatives Supporting Key Objectives

- In 2019-20, \$450,000 is allocated to review the *Real Estate Act* to ensure the Real Estate Council of Alberta is a well-governed and trusted organization with the capacity to deliver important functions, duties and powers while protecting consumers.
- To conduct a comprehensive analysis of the Condominium Property Regulation, for opportunities to reduce red tape, while promoting an efficient, fair and open marketplace, \$300,000 is allocated in 2019-20.

## Performance Metrics

### 1.a Performance Measure: Number of new or expanded consumer protection initiatives advanced

In 2018-19, 8 new or expanded consumer protection initiatives were advanced.

#### TARGETS

2019-20:	15
2020-21:	12
2021-22:	12
2022-23:	12

### 1.b Performance Measure: Number of instances where consumers access educational initiatives such as website and social media hits, and in-person awareness sessions (millions)

In 2018-19, consumer education and awareness initiatives had a reach of 2.50 million.

## TARGETS

2019-20:	2.50
2020-21:	2.75
2021-22:	3.00
2022-23:	3.10

## Outcome 2

### What We Want To Achieve

#### Government is transparent and information is secure

Citizens are becoming greater consumers of information, resulting in the need for government to achieve a balance between openness, transparency and privacy. The ministry is positioned to deliver information that is more open, accessible and usable through advancements in technology. Furthermore, the ministry administers the *Freedom of Information and Protection of Privacy Act* (FOIP) which enables government transparency while enhancing privacy protection for Albertans' personal information.

#### Key Objectives

- 2.1 Enhance government transparency and protection of personal information.
- 2.2 Improve information management, governance and accountability to increase compliance, consistency and efficiency.
- 2.3 Ensure the confidentiality, integrity, appropriate classification and availability of Albertans' information.
- 2.4 Improve the way government shares and receives information with and from Albertans.
- 2.5 Enhance the availability and usability of information on the Alberta Open Government Portal.

#### Initiatives Supporting Key Objectives

- In 2019-20, \$2.1 million is allocated to purchase a new case management system for FOIP to meet the current and future needs of the business and provide opportunities for improvement through enhanced case management, reporting, and redaction functionality.

## Performance Metrics

### 2.a Performance Measure: Percentage of FOIP requests completed by government public bodies within 60 days or less

In 2018-19, 88 per cent of FOIP requests were completed within 60 days.

## TARGETS

2019-20:	95+%
2020-21:	95+%
2021-22:	95+%
2022-23:	95+%

### 2.b Performance Measure: Percentage of FOIP requests handled without complaint to the Information and Privacy Commissioner

Due to the timing of data availability, 2018-19 results are not yet available. These results will be reported in future Business Plans and Annual Reports.

#### TARGETS

2019-20:	95+%
2020-21:	95+%
2021-22:	95+%
2022-23:	95+%

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

In 2018-19, there were 1,944,311 visits to the Open Government Portal.

#### TARGETS

2019-20:	2,138,742
2020-21:	2,285,454
2021-22:	2,448,645
2022-23:	2,620,051

#### 2.d Performance Indicator: External malicious attacks prevented by information security controls

In 2018-19, 5,338 malware infections were prevented by security controls, and 92 per cent of the 347 million emails received were blocked due to detected malicious content.

## Outcome 3

### What We Want To Achieve

#### Government is modernized

Service Alberta works with ministry partners to modernize business processes and to introduce technology that will increase government productivity, efficiency and effectiveness. Using consistent policies and standards, and by leveraging resources as a single enterprise, Service Alberta delivers prudent fiscal management and improved program delivery. Service Alberta aims to reduce processing and service delivery timelines, and to work towards balancing legislative changes and modernizing services.

#### Key Objectives

- 3.1 Engage in pilot projects to test global best practices that can help deliver services faster, more securely and at a lower cost.
- 3.2 Lead and support transformation initiatives to enable the shift to a one-government approach for corporate service delivery across the Government of Alberta.
- 3.3 Improve the governance and implementation of the government's technology infrastructure and business applications to realize efficiencies through innovation.
- 3.4 Adopt innovative practices in how government procures while promoting fair treatment of Alberta businesses and workers.

## Initiatives Supporting Key Objectives

- Implement the government's enterprise resource planning system, 1GX (one government eXperience), to replace aged and redundant systems, enhance system functionality and help drive innovation, efficiency and effectiveness throughout government. In 2019-20, this will cost \$79.6 million.
- Apply a One-Government approach to Information Management and Technology (IMT) that will adopt practices that enable opportunities for businesses in Alberta and Canada, centralize IMT procurement and vendor management, and implement innovative and consistent approaches that reduce timeframes and costs. This will cost \$1.5 million in 2019-20.
- In 2019-20, \$885,000 is allocated to implement the Multi-Jurisdictional Registry Access System (MRAS) that will replace the current manual extra-provincial registration for corporations in British Columbia, Alberta, Saskatchewan, Manitoba and Corporations Canada with a new web-based online service.

## Performance Metrics

### 3.a Performance Measure: Percentage of invoices paid electronically

In 2018-19, 1,096,395 out of 1,291,405 invoices were paid electronically for a rate of 85 per cent.

#### TARGETS

2019-20:	85%
2020-21:	88%
2021-22:	90%
2022-23:	92%

### 3.b Performance Measure: Percentage of internal clients satisfied with services received from Service Alberta

Due to the timing of data availability, 2018-19 results are not yet available. These results will be reported in future Business Plans and Annual Reports.

#### TARGETS

2019-20:	80%
2020-21:	82%
2021-22:	84%
2022-23:	86%

## Outcome 4

### What We Want To Achieve

#### Service delivery is improved

Service Alberta expects to provide Albertans with greater ease and flexibility in how they access government information and services by establishing single points of online access to information and services available anytime, anywhere. Delivering more services online and incorporating modern technologies will also provide improved efficiencies and effectiveness in service delivery. Taking steps to support the expansion of high-speed broadband across the province will ensure that all Albertans can take advantage of online services.

## Key Objectives

- 4.1 Expand and enhance delivery of government services.
- 4.2 Improve Albertans' access to registry services and land titles.
- 4.3 Develop a strategy to support widespread access to high-speed broadband and realize the opportunities for innovation and efficiency inherent in digital service delivery.
- 4.4 Develop innovative solutions to increase the delivery of cost-effective services.
- 4.5 Reduce regulatory burden for Albertans and businesses.

## Initiatives Supporting Key Objectives

- In 2019-20, \$1.1 million is allocated to continue to partner with departments to expand and enhance online delivery of services through MyAlberta eServices and MyAlberta Digital ID, and build out new features and functions in support of registry services modernization.

## Performance Metrics

### 4.a Performance Measure: Number of Albertans with MyAlberta Digital Identity Accounts

In 2018-19, 216,480 Albertans adopted MyAlberta Digital Identity Accounts.

#### TARGETS

2019-20:	750,000
2020-21:	900,000
2021-22:	1,050,000
2022-23:	1,200,000

### 4.b Performance Measure: Number of services available through MyAlberta eServices

In 2018-19, 78 services were available through MyAlberta eServices.

#### TARGETS

2019-20:	90
2020-21:	100
2021-22:	110
2022-23:	120

### 4.c Performance Measure: Number of transactions completed through MyAlberta eServices

In 2018-19, 799,191 services were completed through MyAlberta eServices.

#### TARGETS

2019-20:	850,000
2020-21:	900,000
2021-22:	950,000
2022-23:	1,000,000

**4.d Performance Measure: Call Center service index (based on courteousness, knowledge, effort, wait time and ease of access) related to Registries; Consumers; Health; and 310-0000**

In 2018-19, the call center service index was:

- Registries: 89%
- Consumers: 87%
- Health: 83%
- 310-0000: the survey was not performed, as the ministry is working to implement enhancements to the survey methodology for this specific line of business. A new method is expected to be in place shortly and results will be available in future Business Plans and Annual Reports.

**TARGETS**

2019-20:	90+%
2020-21:	90+%
2021-22:	90+%
2022-23:	90+%

## STATEMENT OF OPERATIONS

(thousands of dollars)	Comparable		<b>2019-20</b> Estimate	2020-21 Target	2021-22 Target	2022-23 Target
	2018-19 Budget	2018-19 Actual				
<b>REVENUE</b>						
Motor Vehicles	512,580	519,652	<b>526,424</b>	545,715	549,260	554,475
Land Titles	73,565	69,776	<b>69,155</b>	84,475	85,529	86,854
Other Premiums, Fees and Licences	50,427	49,356	<b>49,744</b>	50,440	51,386	52,403
Utilities Consumer Advocate	9,034	6,474	<b>8,131</b>	7,321	7,248	7,104
Other Revenue	83,447	75,465	<b>88,056</b>	82,899	82,899	82,899
Ministry Total	729,053	720,723	<b>741,510</b>	770,850	776,322	783,735
Inter-Ministry Consolidations	(69,500)	(52,706)	<b>(69,500)</b>	(69,500)	(69,500)	(69,500)
Consolidated Total	659,553	668,017	<b>672,010</b>	701,350	706,822	714,235
<b>EXPENSE</b>						
Ministry Support Services	8,250	9,631	<b>9,474</b>	9,425	9,424	9,423
Land Titles	11,775	18,038	<b>11,005</b>	11,000	10,995	10,990
Motor Vehicles	17,226	13,158	<b>13,165</b>	13,160	13,155	13,150
Other Registry Services	10,685	10,844	<b>10,665</b>	10,660	10,655	10,650
Freedom of Information and Protection of Privacy	12,246	11,737	<b>12,465</b>	12,465	12,460	12,455
Consumer Awareness and Advocacy	22,125	23,041	<b>21,510</b>	21,505	21,500	21,495
Utilities Consumer Advocate	9,034	6,476	<b>8,131</b>	7,321	7,248	7,104
Enterprise and Shared Services	635,760	607,008	<b>597,816</b>	543,962	529,045	520,008
Alberta First Responders Radio Communications System	60,557	44,863	<b>60,557</b>	60,557	60,557	60,557
Ministry Total	787,658	744,796	<b>744,788</b>	690,055	675,039	665,832
Inter-Ministry Consolidations	(69,500)	(56,903)	<b>(69,500)</b>	(69,500)	(69,500)	(69,500)
Consolidated Total	718,158	687,893	<b>675,288</b>	620,555	605,539	596,332
Net Operating Result	(58,605)	(19,876)	<b>(3,278)</b>	80,795	101,283	117,903
<b>CAPITAL INVESTMENT</b>						
Land Titles	-	18	-	-	-	-
Motor Vehicles	-	85	-	-	-	-
Consumer Awareness and Advocacy	-	535	-	-	-	-
Enterprise and Shared Services	106,142	100,295	<b>95,392</b>	88,742	93,771	93,777
Alberta First Responders Radio Communications System	6,598	4,895	<b>9,328</b>	2,300	2,300	2,300
Ministry Total	112,740	105,828	<b>104,720</b>	91,042	96,071	96,077
Consolidated Total	112,740	105,828	<b>104,720</b>	91,042	96,071	96,077