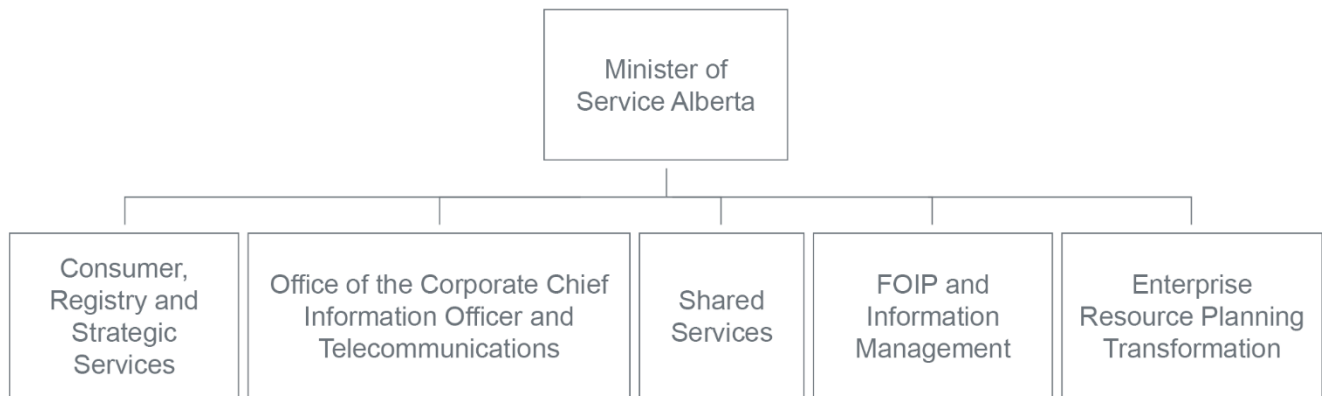# Ministry Business Plan
Service Alberta

Service Alberta

Business Plan 2020-23

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.

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                        │    Minister of      │
                        │   Service Alberta   │
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Consumer, Registry and Strategic Services	Office of the Corporate Chief Information Officer and Telecommunications	Shared Services	FOIP and Information Management	Enterprise Resource Planning Transformation

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

The Ministry of Service Alberta is committed to the ongoing review of programs and services to ensure that the best possible outcomes are being achieved for Albertans. As part of this ongoing review, the ministry is committed to reducing red tape to make life easier for hardworking Albertans and businesses. This includes reducing regulatory burden and unnecessary processes to encourage economic growth and job creation; and make Alberta one of the freest and fastest moving economies in the world. The ministry is committed to working towards achieving the one-third reduction in the number of regulatory requirements in its statutes, regulations, policies and forms by 2023.

Ministry Outcomes

- Consumers are protected and a competitive business environment is preserved
- Government is transparent and information is secure
- Government is modernized and services are accessible to Albertans
- Services delivered internally to government are timely, innovative, and effective

Outcome 1

What We Want To Achieve

Consumers are protected and a competitive business environment is preserved

Service Alberta establishes a clear set of legislative and regulatory frameworks to ensure an open, secure and competitive business environment. 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. The ministry will continue to review legislative and regulatory frameworks and policies and processes to reduce red tape, streamline processes and ensure Albertans and businesses are able to thrive.

Key Objectives

1.1   Improve consumer protection through effective legislation, initiatives and enforcement actions.

1.2   Ensure legislation and regulatory frameworks enable consumers and businesses to operate fairly and efficiently in Alberta's competitive business environment.

1.3   Balance effective industry regulation and protection of consumer interests while enhancing governance and reducing unnecessary red tape.

1.4   Increase consumer and business awareness through outreach activities and the use of technology to share information.

1.5   Improve access to timely and efficient consumer dispute resolutions.

Initiatives Supporting Key Objectives

- In 2020-21, $110,000 is allocated to undertake a review of the *Mobile Home Sites Tenancies Act* with the goal of better understanding the issues experienced in mobile home communities.
- In 2020-21 $275,000 is allocated to introduce a new governance model for the Real Estate Council of Alberta. The governance model will be developed based on an examination of mandate, scope, roles and responsibilities, authorities, accountability and oversight.
- In 2020-21, $150,000 is allocated to initiate a three-year project to streamline the licensing process for businesses by developing an online licensing application and renewal system for all business licensing activities administered under Consumer Programs, including providing for online payment of licensing fees.
- In 2020-21, $90,000 is allocated to introduce prompt payment legislation that will streamline adjudication and dispute resolution processes for contractors, speeding up payment in Alberta's construction and other industries and, reducing unpaid balances.

Performance Metrics

1.a Performance Measure: Percentage of inspections, investigations, and dispute resolutions completed within established timelines

In 2019-20, 76% of inspections, investigations and dispute resolutions were completed within established timelines.

TARGETS

2020-21:	79%
2021-22:	81%
2022-23:	83%

1.b Performance Indicator: Number of in person engagements through trade shows, presentations, and other meetings

In 2019-20, 8,083 Albertans interacted directly with Service Alberta staff through trade shows, presentations, and other meetings.

Outcome 2

What We Want To Achieve

Government is transparent and information is secure

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; and the *Personal Information Protection Act* which supports the protection of Albertans' information in the private sector.

Key Objectives

2.1 Enhance the availability and usability of information on the Alberta Open Government Portal.

2.2 Complete the centralization of FOIP services through the establishment of standardized policies, procedures and processes, and implement a new case management system that will increase efficiency and streamline processes.

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 government transparency and protection of personal information.

Initiatives Supporting Key Objectives

• In 2020-21, $660,000 is allocated for the implementation of the new case management system for FOIP. The new system will standardize and streamline processes resulting in improved FOIP services for Albertans

• In 2020-21, an estimated $95,000 is targeted to plan future enhancements to the Open Government Portal ensuring that ministries and the public continue to have access to high-value and highly-available Government of Alberta publications and datasets.

Performance Metrics

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

Due to the timing of data availability, 2019-20 results are not yet available. These results will be reported in future Annual Reports. In 2018-19, 88% of FOIP results were completed by government public bodies within 60 days or less.

TARGETS

2020-21:	90%
2021-22:	91%
2022-23:	93%

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

Due to the timing of data availability, 2019-20 results are not yet available. These results will be reported in future Annual Reports. In 2018-19, 97% of FOIP results were handled without complaint to the Information and Privacy Commissioner.

TARGETS

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

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

In 2019-20, there were 2,138,742 visits to the Open Government Portal, providing Albertans access to government information and datasets, and enhancing government transparency.

TARGETS

2020-21:	2,285,000
2021-22:	2,449,000
2022-23:	2,620,000

Outcome 3

What We Want To Achieve

Government is modernized and services are accessible to Albertans

Service Alberta expects to provide Albertans with greater ease and flexibility in how they access government information and services by increasing online accessibility 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 connectivity and developing a framework to expand access to high-speed broadband across the province will ensure that all Albertans can take advantage of online services.

Key Objectives

3.1   Engage in pilot projects to test global best practices and new innovative technologies that can help deliver services faster, more securely and at a lower cost.

3.2   Adopt innovative practices in how government procures to improve agility, time to market, and value received, while decreasing costs.

3.3   Improve Albertans' access to registry services and other government services.

3.4   Through innovative solutions improve service delivery and reduce costs while improving or maintaining service levels.

3.5   Identify and amend unnecessary regulatory requirements to reduce the time and financial costs of compliance and remove barriers for impacted individuals and businesses.

3.6   Improve connectivity services to public sector facilities, and collaborate with business and partners to develop a framework to support widespread access to high-speed broadband.

Initiatives Supporting Key Objectives

- In 2020-21, $1.5 million is allocated to modernize registry services, enabling Albertans to renew driver's licences online and access other registry services such as personal property searches, driver's abstracts, and vehicle information reports through the MyAlberta e-services portal.
- Service Alberta is allocating $250,000 in 2020-21 to improve law enforcement's access to Motor Vehicle information by developing automatic licence plate reader connectivity to the Motor Vehicles System and providing mobile access to motor vehicles data.
- In 2020-21, $330,000 is allocated to implement the Multi-Registry Access Service, facilitating self-service, online, no charge extra-provincial corporation and limited partnership registrations between British Columbia, Alberta, Saskatchewan and Manitoba.
- In 2020-21, $1.5 million will be invested to centralize Information Management and Technology (IMT) procurement and vendor management and implement innovative, consistent service agreements and processes that will reduce costs.
- In 2020-21, $1.5 million will be invested to expand and enhance online delivery of services through MyAlberta eServices and MyAlberta Digital ID, including new features and functions in support of registries modernization.

Performance Metrics

3.a   Performance Measure: Number of sites transitioned to new SuperNet services
In 2019-20, 85[1] sites were transitioned to new SuperNet services under an agreement that offers new enhanced services, improved metrics, and is more fiscally responsible, when compared to the previous vendor.

TARGETS

2020-21:	1,336
2021-22:	1,358
2022-23:	526[2]

[1] The transition to SuperNet 2.0 services (SuperNet Network Services Contract with Bell Canada, effective September 2018) officially commenced on December 20, 2019 and also includes pilot sites cutover.
[2] The SuperNet 2.0 project is expected to be completed by 2023-24; therefore, the number of sites to be transitioned in 2022-23 is lower than prior years.

3.b   Performance Measure: Contact Center service index (based on courteousness, knowledge, effort, wait time and ease of access)

In 2019-20, the contact center service index was 92%.

TARGETS

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

3.c   Performance Measure: Number of Albertans with MyAlberta Digital Identity Accounts

As of 2019-20, 739,098 Albertans have MyAlberta Digital Identity Accounts providing Albertans a secure method for accessing a growing number of online government services.

TARGETS

2020-21:	1,200,000
2021-22:	1,600,000
2022-23:	2,000,000

3.d   Performance Measure: Number of services available through MyAlberta eServices

In 2019-20, 84 services were available through MyAlberta eServices, improving accessibility of government services to Albertans.

TARGETS

2020-21:	100
2021-22:	110
2022-23:	120

3.e   Performance Measure: Number of transactions completed through MyAlberta eServices

In 2019-20, 653,152 transactions were completed through MyAlberta eServices.

TARGETS

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

Outcome 4

What We Want To Achieve

Services delivered internally to government are timely, innovative, and effective

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

4.1   Enable government to operate efficiently through the delivery of timely financial and payroll services.

4.2   Support consistent digitization and service delivery efforts across the government through the development and promotion of common policies, processes and procedures.

4.3   Improve the governance and implementation of the government's technology infrastructure and business applications to realize efficiencies through innovation.

Initiatives Supporting Key Objectives

- Service Alberta is consolidating all Government of Alberta contact centres on a single telephony platform, which will provide external clients with a consistent user experience. In 2020-21, $550,000 is allocated for the operation of this platform.
- Service Alberta delivers a number of centralized, standardized administrative and transactional financial activities to government ministries. In 2020-21, $75,000 is allocated to identify additional corporate services tasks that could add value to ministries if centralized.
- In 2020-21, $45,000 is allocated to conduct an analysis of manual Service Level Agreement measurements with the aim of generating opportunities to automate monitoring and reporting.
- In 2020-21, $50,000 is allocated to standardize procurement processes across the Government of Alberta. 1GX will be used to manage procurement processes and governance, resulting in increased contract and standing offer compliance.

Performance Metrics

4.a   Performance Measure: Percentage of invoices processed within Accounts Payable Service Level Agreement
In 2019-20, 93% of invoices from vendors were processed within the targets established in the Accounts Payable service level agreement.

TARGETS

2020-21:	93%
2021-22:	95%
2022-23:	95%

4.b   Performance Indicator: Percentage of internal clients satisfied with services received via the Government of Alberta Service Desk

In 2019-20, 92% of clients were satisfied with the services received via the Government of Alberta Service Desk.

4.c   Performance Indicator: Percentage of payroll exceptions that require manual intervention

Indicator under development.

STATEMENT OF OPERATIONS

(thousands of dollars)	Comparable					
	2018-19 Actual	2019-20 Budget	2019-20 Forecast	**2020-21 Estimate**	2021-22 Target	2022-23 Target
REVENUE						
Motor Vehicles	519,652	526,424	526,424	**545,715**	549,260	554,475
Land Titles	69,776	69,155	69,155	**84,475**	85,529	86,854
Other Premiums, Fees and Licences	49,356	49,744	49,744	**50,440**	51,386	52,403
Utilities Consumer Advocate	6,474	8,131	8,131	**7,321**	7,248	7,104
Other Revenue	66,563	79,102	79,102	**73,945**	73,945	73,945
Ministry Total	711,821	732,556	732,556	**761,896**	767,368	774,781
Inter-Ministry Consolidations	(52,706)	(69,500)	(69,500)	**(69,500)**	(69,500)	(69,500)
Consolidated Total	659,115	663,056	663,056	**692,396**	697,868	705,281
EXPENSE						
Ministry Support Services	9,631	9,474	9,474	**9,425**	9,424	9,423
Land Titles	18,038	11,005	11,005	**11,000**	10,995	10,990
Motor Vehicles	13,158	13,165	13,165	**13,160**	13,155	13,150
Other Registry Services	10,844	10,665	10,665	**11,455**	11,450	11,445
Freedom of Information and Protection of Privacy	11,737	12,465	12,465	**12,465**	12,460	12,455
Consumer Awareness and Advocacy	23,041	21,510	21,510	**24,505**	24,500	24,495
Utilities Consumer Advocate	6,476	8,131	8,131	**7,321**	7,248	7,104
Enterprise and Shared Services	607,008	598,338	609,000	**576,003**	546,528	536,190
Ministry Total	699,933	684,753	695,415	**665,334**	635,760	625,252
Inter-Ministry Consolidations	(56,903)	(69,500)	(69,500)	**(69,500)**	(69,500)	(69,500)
Consolidated Total	643,030	615,253	625,915	**595,834**	566,260	555,752
Net Operating Result	16,085	47,803	37,141	**96,562**	131,608	149,529
CAPITAL INVESTMENT						
Land Titles	18	-	-	**-**	-	-
Motor Vehicles	85	-	-	**-**	-	-
Consumer Awareness and Advocacy	535	-	-	**-**	-	-
Enterprise and Shared Services	100,295	95,392	98,840	**88,742**	93,771	93,777
Consolidated Total	100,933	95,392	98,840	**88,742**	93,771	93,777