Ministry Business Plan
Service Alberta

Service Alberta

Business Plan 2022-25

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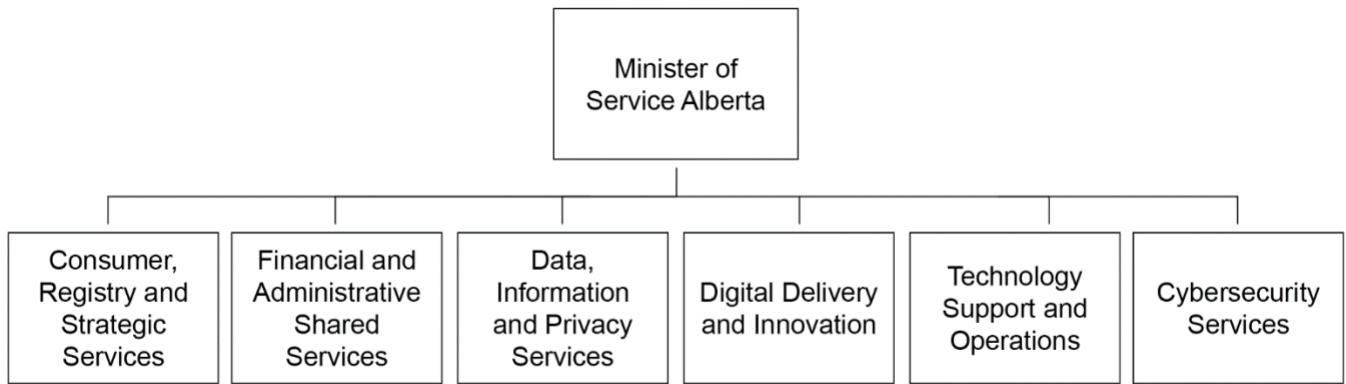
The ministry will continue to respect and protect the privacy of Albertans' personal information and will ensure the government is transparent through the *Freedom of Information and Protection of Privacy* (FOIP) *Act* and the *Personal Information Protection Act*. Service Alberta will enhance the management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

As cyberattacks continue to increase in quantity, variety, and sophistication worldwide, the ministry will continue to address these by leveraging a responsive framework of practices to protect government systems and information confidentiality, integrity and availability. Commencing this year, the ministry will also reach out to Albertans, Alberta public agencies, and Alberta businesses to establish a community of interest that will aim at strengthening the overall cybersecurity posture of the province by working collaboratively towards the establishment of a common strategy and best practices.

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.

Service Alberta will increase government productivity, efficiency and effectiveness through increased collaboration with ministry partners, modernizing business processes, and adopting user-centric service design methods; paired with cost effective technology. 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. Registry data integrity will be maintained and registry service levels will be improved.

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                    │ Service Alberta │
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| Consumer, Registry and Strategic Services | Financial and Administrative Shared Services | Data, Information and Privacy Services | Digital Delivery and Innovation | Technology Support and Operations | Cybersecurity Services |

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 protecting and supporting Albertans and job creators by reducing red tape by one-third by 2023, modernizing regulations, eliminating unnecessary regulatory requirements, and reducing administrative burden through more efficient processes including digital solutions.

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 services 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

- Over the next four years Service Alberta will invest $390 million ($150 million in 2022-23) to improve broadband services across the province and ensure that rural, remote and Indigenous communities are included in the province's economic recovery.
- In 2022-23, $10.1 million is allocated for registry transformation projects to modernize online services delivery for land, personal property, corporate, vital event, and motor vehicles registries. This includes enabling online renewals for Driver's Licenses and Identification Cards, and enabling vital event certificate and document ordering processes.

Performance Metrics

1.a **Performance Measure: Number of services released on modern digital platforms including MyAlberta eServices**

As of 2021-22, 121 services have been made available through MyAlberta eServices, improving accessibility of government services to Albertans.

Targets	2022-23	130	2023-24	140	2024-25	150

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 2022-23, $5.4 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 2022-23, $4.5 million is allocated to initiate implementation of the new Data Strategy; the Government of Alberta's vision of realizing the full potential of Alberta's data for the benefit of Albertans, while respecting privacy.

Performance Metrics

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

In 2021-22, there were just over 10[1] million visits to the Open Government Portal, allowing Albertans to access government information and datasets, and enhancing government transparency.

Targets	2022-23	5,000,000	2023-24	5,200,000	2024-25	5,400,000

[1]The increase of visits to the Open Government Portal was due to Health and COVID-19 related information being added to the site.

Outcome 3

Consumers are protected and a competitive business environment is preserved

Key Objectives

3.1 Improve consumer protection through education, 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.
3.4 Ensure registry services are run in an efficient and effective manner.

Initiatives Supporting Key Objectives

- In 2022-23, $82,000 is allocated to implement the final pieces of a prompt payment system, which will streamline payments and provide quick dispute resolution processes for the construction industry.
- In 2022-23, $9.1 million is allocated to improve the Land Titles service model to reduce application backlogs.

Performance Metrics

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

In 2021-22, 85 per cent of investigations were completed within established timelines.

Targets	2022-23	87%	2023-24	87%	2024-25	87%

3.b Performance Measure: Percentage of urgent tenancy dispute resolutions completed within established timelines

In 2021-22, 50 per cent of urgent tenancy applications were heard within the established 15-day timeline.

Targets	2022-23	83%	2023-24	85%	2024-25	85%

STATEMENT OF OPERATIONS

(thousands of dollars)	Comparable					
	2020-21 Actual	2021-22 Budget	2021-22 Forecast	**2022-23 Estimate**	2023-24 Target	2024-25 Target
REVENUE						
Land Titles	81,885	76,000	83,850	**113,990**	87,450	88,890
Motor Vehicles	523,289	530,200	533,760	**542,560**	549,070	554,825
Other Premiums, Fees and Licences	47,777	43,000	48,600	**49,315**	49,867	50,465
Utilities Consumer Advocate	5,073	6,836	6,836	**6,692**	6,692	6,692
Other Revenue	69,693	71,670	71,670	**72,086**	72,414	72,414
Ministry Total	727,717	727,706	744,716	**784,643**	765,493	773,286
Inter-Ministry Consolidations	(61,556)	(67,225)	(67,225)	**(67,641)**	(67,641)	(67,641)
Consolidated Total	666,161	660,481	677,491	**717,002**	697,852	705,645
EXPENSE						
Ministry Support Services	6,457	7,363	7,363	**7,317**	7,317	7,317
Consumer and Registry Services	56,561	64,590	60,490	**63,578**	54,478	54,478
Data, Information and Privacy Services	36,088	34,598	35,598	**39,198**	42,198	42,198
Financial and Administrative Shared Services	143,431	98,130	117,430	**96,562**	95,562	89,062
Technology, Digital Delivery and Cybersecurity Services	386,017	424,180	446,980	**567,611**	516,611	485,611
Ministry Total	628,554	628,861	667,861	**774,266**	716,166	678,666
Inter-Ministry Consolidations	(63,362)	(71,225)	(71,225)	**(71,645)**	(71,645)	(71,645)
Consolidated Total	565,192	557,636	596,636	**702,621**	644,521	607,021
Net Operating Result	100,969	102,845	80,855	**14,381**	53,331	98,624
CAPITAL INVESTMENT						
Consumer and Registry Services	64	-	-	**-**	-	-
Data, Information and Privacy Services	9	-	-	**-**	-	-
Financial and Administrative Shared Services	12,960	12,765	12,765	**12,765**	12,765	12,765
Technology, Digital Delivery and Cybersecurity Services	47,579	84,562	80,322	**82,569**	84,998	84,304
Consolidated Total	60,612	97,327	93,087	**95,334**	97,763	97,069