

GOVERNMENT OF ALBERTA

Annual Report

Service Alberta

2020-2021

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Note to Readers: Copies of the annual report are available on the Alberta Open Government Portal website www.alberta.ca

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Preface

The Public Accounts of Alberta are prepared in accordance with the *Financial Administration Act* and the *Fiscal Planning and Transparency Act*. The Public Accounts consist of the annual report of the Government of Alberta and the annual reports of each of the 20 ministries.

The annual report of the Government of Alberta contains ministers' accountability statements, the consolidated financial statements of the province and a comparison of actual performance results to desired results set out in the government's strategic plan, previously published in one volume entitled Measuring Up report.

This annual report of the Ministry of Service Alberta contains the minister's accountability statement, the financial information of the ministry and a comparison of actual performance results to desired results set out in the ministry business plan. This ministry annual report also includes other financial information as required by the *Financial Administration Act* and *Fiscal Planning and Transparency Act*, as separate reports, to the extent that the ministry has anything to report.

Each Ministry Annual Report should be considered along with the Government of Alberta Annual Report to provide a complete overview of government's commitment to openness, accountability and fiscal transparency.

Minister's Accountability Statement

The ministry's annual report for the year ended March 31, 2021, was prepared under my direction in accordance with the *Fiscal Planning and Transparency Act* and the government's accounting policies. All of the government's policy decisions as at June 2, 2021 with material economic or fiscal implications of which I am aware have been considered in the preparation of this report.

[Original signed by]

Nate Glubish

Minister of Service Alberta

Message from the Minister



For many Albertans, 2020-21 was a year like no other, with unprecedented challenges felt by many across the province. COVID-19 has been a once-in-a-generation public health emergency that required governments everywhere to re-prioritize and take responsive action. Service Alberta rose to the occasion and demonstrated its continued ability to adapt quickly and provide important services to Albertans and government ministries, at a time when they were most needed.

Over the past year, Service Alberta developed and delivered IT support for many COVID-related assistance programs, from the Emergency Isolation Supports delivered to tens of thousands of Albertans in the early days of the pandemic, to the Small and Medium Enterprise Relaunch Grant and Critical Worker Benefit that our government continued to make available during spring 2021. We acquired personal protective equipment for government workers, instituted temporary rent protections for residential tenants, and cracked down on retail price-gouging to protect Alberta consumers from predatory business practices. We quickly amended laws and regulations so that businesses and organizations could practice social distancing, while remaining compliant with Alberta laws requiring them to meet. We also enhanced the overall capacity for government staff to work remotely, so that Albertans would continue to have access to essential government services.

Even as we directed efforts towards supporting government's COVID-19 response, we never lost sight of the longer-term goals laid out in our ministry business plan. During the 2020-21 fiscal year, we took proactive steps to further protect consumers, while strengthening Alberta's competitive business environment. We overhauled Alberta's real estate regulator and extended the government's dispute resolution services to mobile home site tenancies. We introduced prompt payment legislation for the construction sector of Alberta's economy to ensure contractors and subcontractors are paid on time. We also brought in service modernizations for families, such as the Online Birth Registry, and for businesses, such as the Multi-jurisdictional Registry Access Service that allows Alberta companies to operate more freely across Canadian jurisdictions.

As a support ministry, Service Alberta's approach to modernization has had significant impacts for government staff, as well. We launched a new online FOIP management system that makes it easier for government workers to process information requests from Albertans. We also implemented a new cloud-based business management system that is changing financial, procurement, and human resource practices across government.

Thanks to the sacrifices that Albertans have made over the past year, we are now on a path to a brighter future. Service Alberta is well poised to continue playing a vital role in driving innovation, fostering efficiency, reducing unnecessary regulatory burdens, and ensuring a fair marketplace for

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everyone. It continues to be my honour to lead a ministry dedicated to providing technology and business solutions for Albertans and government.

[Original signed by]

Honourable Nate Glubish
Minister of Service Alberta

Management's Responsibility for Reporting

The executives of the ministry have the primary responsibility and accountability for the ministry. Collectively, the executives ensure the ministry complies with all relevant legislation, regulations and policies.

Ministry business plans, annual reports, performance results and the supporting management information are integral to the government's fiscal and strategic plan, annual report, quarterly reports and other financial and performance reporting.

Responsibility for the integrity and objectivity of the accompanying ministry financial information and performance results for the ministry rests with the Minister of Service Alberta. Under the direction of the Minister, I oversee the preparation of the ministry's annual report, which includes the financial information, performance results on all objectives and initiatives identified in the Ministry Business Plan, and performance results for all ministry-supported commitments that were included in the 2020-23 Government of Alberta Strategic Plan. The financial information and performance results, out of necessity, include amounts that are based on estimates and judgments. The financial information is prepared using the government's stated accounting policies, which are based on Canadian public sector accounting standards. The performance measures are prepared in accordance with the following criteria:

- Reliability – information used in applying performance measure methodologies agrees with the underlying source data for the current and prior years' results.
- Understandability – the performance measure methodologies and results are presented clearly.
- Comparability – the methodologies for performance measure preparation are applied consistently for the current and prior years' results.
- Completeness – outcomes, performance measures and related targets match those included in the ministry's *Budget 2020*.

As Deputy Minister, in addition to program responsibilities, I am responsible for the ministry's financial administration and reporting functions. The ministry maintains systems of financial management and internal control which give consideration to costs, benefits, and risks that are designed to:

- provide reasonable assurance that transactions are properly authorized, executed in accordance with prescribed legislation and regulations, and properly recorded so as to maintain accountability of public money;
- provide information to manage and report on performance;
- safeguard the assets and properties of the province under ministry administration;

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- provide Executive Council, the President of Treasury Board and Minister of Finance, and the Minister of Service Alberta the information needed to fulfill their responsibilities; and
- facilitate preparation of ministry business plans and annual reports required under the *Fiscal Planning and Transparency Act*.

In fulfilling my responsibilities for the ministry, I have relied, as necessary, on the executives of the individual entities within the ministry.

[Original signed by]

Deputy Minister David James

Deputy Minister of Service Alberta

June 2, 2021

Results Analysis

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Ministry Overview

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.

In 2020-21, the ministry worked to achieve the following outcomes:

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

Organizational Structure

Consumer, Registry, and Strategic Services

Consumer, Registry, and Strategic Services (CRSS) protects consumers and preserves a competitive business environment by developing, administering, and enforcing consumer-related legislation. Through education and awareness initiatives, this division helps consumers and businesses understand their rights and responsibilities. In collaboration with registry agents across the province, the CRSS Division provides Albertans with registry-related services and information essential to their everyday lives. This division also offers centralized expertise to the department on all strategic policy and legislative initiatives.

Key Highlights in the Past Year

- Consumer Services continued undertaking a red tape review of all consumer protection legislation to identify any potential red tape reduction opportunities.
- Eliminating licence plate validation tabs saved Albertans \$1.3 million in costs and helped to remove red tape for Albertans and registry agents.

Office of the Corporate Chief Information Officer and Telecommunications

Office of the Corporate Chief Information Officer and Telecommunications supports Government of Alberta (GoA) departments with information management and technology (IMT) leadership, direction, and expertise in IMT services delivery, governance, strategic planning, security, data analytics, innovative service delivery, and investment management that enable the GoA to meet business goals and objectives. The division is also responsible for the day-to-day operations, and acts as the contract management and service authority for SuperNet on behalf of the Alberta public sector. It is also responsible for developing a framework to support widespread access to high-speed broadband.

Key Highlights in the Past Year

- Service Alberta worked with Community and Social Services to develop an online system that leverages MyAlberta Digital ID to provide financial assistance to eligible Albertans by Interac e-Transfer.
- Service Alberta coordinated provincial telecommunications efforts with the Pandemic Response Team (PRT) through the COVID-19 outbreak, established telecommunications pandemic response plans for Cabinet, initiated daily communications and issues protocols with carriers in the province, helped mitigate e911, and toll-free issues for Albertans.

Shared Services

Shared Services is one of the first places that Albertans go to get information about the Government of Alberta. Millions of people connect with government contact centres operated by this division or the partners it supports in other ministries. The division provides important corporate services across the government, including payroll and benefits administration, key financial services such as Accounts Payable, Accounts Receivable, and Asset administration, procurement of goods, centralized print services, and the management of the province's inter-departmental mail network in nearly 100 communities.

Key Highlights in the Past Year

- Supported the transition to remote work for clients of the shared contact centre telephony platform, with no loss of continuity to public-facing services.
- Successfully delivered programs to ensure the provincial delivery of personal protective equipment (PPE) supplies to vulnerable Albertans and other high-needs groups, including long-term care facilities; and the K-12 school system.

FOIP and Information Management

FOIP and Information Management Division is responsible for administering Alberta's *Freedom of Information and Protection of Privacy Act* (FOIP Act), that applies to public bodies. In addition, the division is responsible for the *Personal Information Protection Act* (PIPA) that applies to organizations in respect of all personal information.

The division is also responsible for supporting the government wide information management program that includes leadership and strategic direction for the management of information, including records, through policy instruments (e.g. legislation, standards, processes, etc.) and service delivery (e.g., forms analysis and design, etc.). This responsibility also includes administering the Records Management Regulation and the *Electronic Transactions Act*.

Additional responsibilities include the Queen's Printer, who are responsible for publishing and distributing the laws and official materials for the province.

Key Highlights in the Past Year

- In December 2020, a new FOIP System was implemented that provides a more efficient, effective and consistent approach to processing FOIP requests.

Enterprise Resource Planning Transformation

The Enterprise Resource Planning (ERP) Division oversees the transformation and operation of GoA's ERP system to a new ERP solution called 1GX, (one government eXperience). The new solution has modern cloud-based capabilities and standard processes to be used across government in the following areas: finance, treasury, budgets and forecasting, supply chain management, payroll and human capital management. The new 1GX solution will enable the GoA to become a more efficient and effective organization and a leader in operational excellence.

Key Highlights in the Past Year

- The GoA's aging financial and human resource planning system, IMAGIS has been replaced with 1GX. 1GX is a new solution expected to provide considerably more functionality, increase efficiencies through common processes, reduce operational costs, reduce redundant systems, enhance reporting, and make it easier to do business with government.
- Alberta is the first jurisdiction in Canada to have a large-scale cloud based ERP solution.

Strategic Planning and Financial Services

Leads Service Alberta in planning and performance measurement, budgeting, forecasting, and financial reporting. This branch ensures the ministry's financial resource requirements are met by providing professional and quality financial advice and services. Typical activities include:

- coordinating the ministry's financial budgeting and forecasting process;
- developing financial policy, monitoring compliance, and implementing financial management best practices;
- developing the ministry's strategic plans including the business plan and enterprise risk management framework; and
- developing the ministry's financial reports including the preparation of the ministry's financial information.

Performance Measures at a Glance

Desired Outcomes	Measures/Indicators	Prior Results	(2020-21) Current Results
Desired Outcome 1: Consumers are protected and a competitive business environment is preserved	1.a Percentage of inspections, investigations, and dispute resolutions completed within established timelines ¹	<ul style="list-style-type: none"> ▪ 2019-20: 76% 	<ul style="list-style-type: none"> ▪ 89% (79% target)
	1.b Number of in person engagements through trade shows, presentations, and other meetings ¹	<ul style="list-style-type: none"> ▪ 2019-20: 8,083 	<ul style="list-style-type: none"> ▪ 210,836
Desired Outcome 2: Government is transparent and information is secure	2.a Percentage of FOIP requests completed by government bodies within 60 days or less	<ul style="list-style-type: none"> ▪ 2019-20: 87% ▪ 2018-19: 88% ▪ 2017-18: 85% 	<ul style="list-style-type: none"> ▪ 89% (90% target)
	2.b Percentage of FOIP requests handled without complaint to the Information and Privacy Commissioner	<ul style="list-style-type: none"> ▪ 2019-20: 98% ▪ 2018-19: 97% ▪ 2017-18: 93% 	<ul style="list-style-type: none"> ▪ N/A² (95+% target)
	2.c Total number of visits to the Open Government Portal ¹	<ul style="list-style-type: none"> ▪ 2019-20: 4,242,769 visits ▪ 2018-19: 1,944,311 visits 	<ul style="list-style-type: none"> ▪ 12,334,688 visits (2,285,000 target)

¹New performance measure/indicator. Comparable prior results are limited.

²Due to the timing of data availability, 2020-21 results are not yet available.

Desired Outcomes	Measures/Indicators	Prior Results	(2020-21) Current Results
Desired Outcome 3: Government is modernized and services are accessible	3.a Number of sites transitioned to new SuperNet services ³	<ul style="list-style-type: none"> 2019-20: 85⁴ 	<ul style="list-style-type: none"> 944 sites transitioned (1,336 sites target)
	3.b Contact Center service index (based on courteousness, knowledge, effort, wait time and ease of access) ³	<ul style="list-style-type: none"> 2019-20: 92% 	<ul style="list-style-type: none"> 76% (90+% target)
	3.c Number of Albertans with MyAlberta Digital Identity accounts	<ul style="list-style-type: none"> 2019-20: 747,862 2018-19: 216,480 2017-18: 59,873 	<ul style="list-style-type: none"> 1,920,445 accounts (1,200,000 target)
	3.d Number of services available through MyAlberta eServices	<ul style="list-style-type: none"> 2019-20: 86 2018-19: 78 2017-18: 67 	<ul style="list-style-type: none"> 101 services (100 services target)
	3.e Number of transactions completed through MyAlberta eServices	<ul style="list-style-type: none"> 2019-20: 1,026,106 2018-19: 799,191 2017-18: 660,017 	<ul style="list-style-type: none"> 1,078,596 transactions (900,000 target)

³New performance measure/indicator. Comparable prior results are limited.

⁴The 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.

Desired Outcomes	Measures/Indicators	Prior Results	(2020-21) Current Results
Desired Outcome 4: Services delivered internally to government are timely, innovative, and effective	4.a Percentage of invoices processed within Accounts Payable Service Level Agreement ⁵	<ul style="list-style-type: none"> 2019-20: 93% 	<ul style="list-style-type: none"> 75% of invoices processed (93% target)
	4.b Percentage of internal clients satisfied with services received via the Government of Alberta Service Desk ⁵	<ul style="list-style-type: none"> 2019-20: 92% 	<ul style="list-style-type: none"> N/A⁶
	4.c Percentage of payroll exceptions that require manual intervention ⁵	<ul style="list-style-type: none"> 2019-20: N/A 	<ul style="list-style-type: none"> N/A⁷

⁵New performance measure/indicator. Comparable prior results are limited.

⁶The survey was put on hold in March 2020 to conduct a review of service desk survey processes to address user feedback and adapt to unprecedented call volumes during the pandemic.

⁷This indicator is under development.

Discussion and Analysis of Results

Red Tape Reduction

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 make 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; create a strong and attractive investment climate; and make Alberta one of the freest and fastest moving economies in North America.

The ministry worked on the following to support red tape reduction this past year:

Key Objectives

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

- Service Alberta undertook a red tape review of all applications and forms under the *Consumer Protection Act*, *Charitable Fund-raising Act*, *Cemeteries Act*, and *Cooperatives Act* for potential red tape reduction opportunities. A comprehensive review of policies and forms was completed and resulted in hundreds of requirements removed and forms streamlined. Albertans now have access to more concise forms that provide clearer instructions and require only the necessary information, saving time and effort.
- The Alberta Motor Vehicle Industry Council (AMVIC) embraced the challenge of finding efficiencies and reduced red tape in their licensing and registration processes by more than 44 per cent.
- The ministry continues to review its regulations and legislation for red tape reduction opportunities, including efforts to consolidate 16 regulations under the *Consumer Protection Act* into three regulations.

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

- The ministry successfully established a working group with external shareholders, to ensure a transparent process when identifying Red Tape Reduction opportunities for Registry Agents. A comprehensive review of policies and forms resulted in hundreds of requirements removed.
- Amendments to Access to Motor Vehicles Information Regulation (AMVIR) created various new information release channels, each to address a unique situation not currently contemplated by the regulation. Additional amendments repealed outdated and obsolete provisions, particularly related to access to motor vehicle information.
- The Non-Profit Legislation Consolidation Project focused on the possible consolidation of the *Societies Act*, *Companies Act*, and the *Religious Societies Land Act* into a comprehensive, modern statute that addresses the needs of today's vibrant non-profit sector.

- The *Personal Property Security Act* legislative review commenced with the goal of bringing forward legislative amendments that will modernize the Act and provide more consistency with other personal property security law statutes in Canada.

Initiatives Supporting Key Objectives

In 2020-21, \$150,000 was allocated and \$25,000 was spent on 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. This project is expected to take three years to conclude.

- Work to expand online licensing and registration to new applications continued, with expanded document uploading implemented to expedite electronic licence processing. Staff also began development of a business plan to modernize the licensing application system and take advantage of work being done by other areas of Service Alberta.

In 2020-21, \$1.5 million was allocated to centralize Information Management and Technology (IMT) procurement and vendor management and implement innovative, consistent service agreements and processes that will reduce costs. \$350,000 was spent on this initiative last year.

- Procurement of IT goods and services was centralized to the Office of the Corporate Chief Information Officer & Telecommunications division, including software licensing and maintenance, hardware purchasing, contracted services and contingent labour. This effort resulted in the consolidation of over 500 separate software and maintenance procurements, 95 contracts for IT related services and central oversight of over 250 IT contingent labour contracts.
- Through centralized oversight and management of contracts, the department was able to consolidate similar agreements where possible to achieve economies of scale and reduce administrative burden.
- In last fiscal year, \$350,000 was spent on contractors to support completing the additional workload as a result of centralizing government IT contracts. With this activity complete, work is expected to be completed by department staff going forward.

Outcome One: Consumers are protected and a competitive business environment is preserved

In 2020-21, the ministry completed several objectives to enhance consumer protection and to preserve a competitive business environment.

Key Objectives

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

- As a result of the COVID-19 pandemic, the ministry made amendments to its legislation governing various types of organizations to allow for electronic meetings, electronic notice of meetings, and electronic voting. This included reviewing and developing public facing messaging for amendments to the *Condominium Property Act* and the *Cooperatives Act*.
- Due to the onset of the public health emergency, measures were undertaken to protect tenants while other supports were put in place. The supports included a prohibition on evictions established until April 30, 2020, and to require landlords to work with their tenants to establish payment plans to catch-up on arrears that were a result of sudden employment income impacts during the pandemic.
- Service Alberta undertook various administrative and compliance actions including levying administrative penalties for unfair practices totaling \$11,500 and taking actions to suspend some licences within retail home sales business to better protect consumers in the marketplace.
- Work is continuing to ensure payday lenders have paid refunds to borrowers. This has totaled more than \$2 million over the last two years.

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

- During 2020-21, the ministry issued 6,695 licences and registrations and collected over \$775,000 in licensing and registration fees. This included 102 collection agencies, 152 direct sellers, 40 high-cost credit businesses, 150 home inspection businesses, 12 payday lenders, and 850 prepaid contractors.

Actions that Support the Priorities of the Government of Alberta Strategic Plan

Key Priority:

Getting Alberta back to work

Objective:

Making Alberta open for business

- Service Alberta initiated a review of the *Business Corporations Act* in July 2020. Between October 2020 and January 2021, staff engaged with interested parties through a survey and focus groups to identify opportunities to improve this legislation. So far, the review has identified a number of areas where the legislation could be amended to provide businesses with more flexibility, including election of directors, solicitation of proxies, and corporate restructuring. By eliminating unnecessary government involvement in these sorts of decisions, businesses could be able to operate in the ways that make sense for them. These changes can make Alberta a more attractive jurisdiction for anyone looking to register a business in Canada.

- Utilities Consumer Advocate (UCA) evidence cited in Alberta Utilities Commission decisions during last fiscal year resulted in \$281 million in cost disallowances (savings) for Alberta consumers and helped preserve a competitive business environment and protect consumers.

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

Continued to advance work on amendments to the *Real Estate Act* and establishing a new governance structure for the Real Estate Council of Alberta (RECA). This included board structure, new Industry Councils, standards and rules, and licensing and education requirements.

The work entailed establishing a cooperative and collaborative implementation plan that included Service Alberta, representatives of each of the real estate industries regulated under the *Real Estate Act*, and representatives of RECA, the industry regulator. This required significant effort by all parties as they sought to come to consensus while representing individual views and perspectives, along with the objectives of the implementation plan to bring Act amendments into force.

To facilitate these discussions, stakeholders were engaged from the commencement of the project to ensure there was continuity in decisions made. This group volunteered substantial time to participate in these activities, based on a clear project plan with key deliverables and milestones to ensure completion within requested timelines. Open and regular communication, mutual commitment to the objectives, and well developed resources and purpose statements, helped to ensure focus of all participants.

Also see Red Tape Reduction section (starting on page 15).

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

- Service Alberta continued to ensure that consumer protection related information was provided online through the use of publications and fact sheets, webpages on alberta.ca, and through Consumer Protection Alberta's Facebook page and Twitter accounts.
- The UCA website had over 280,000 visits last year and they conducted 115 consumer education sessions across the province, with the majority of these being virtual.
- As a result of the pandemic, the Consumer and Corporate Education (CCE) team ceased all in-person outreach presentations, and considered online options such as webinars, to provide valuable information to organizations. Many of these organizations were negatively impacted by the pandemic and did not hold any consumer related information sessions for the balance of 2020. Nearing the end of the calendar year, sessions relating to landlord and tenant and general consumer protection information were provided via webinar format.

Actions that Support the Priorities of the Government of Alberta Strategic Plan

Key Priority:

Getting Alberta back to work

Objective:

Reducing red tape

- Service Alberta continues to review consumer protection legislation to find opportunities for red tape reduction while balancing protections for consumers, such as removing business requirements, consolidating regulations, or finding other efficiencies. There were 12 regulations that expired in 2020 and three regulations expiring in 2021 that were reviewed, some of which were extended to allow for further consideration towards consolidation or full repeal.

- Online messaging relating to the pandemic was updated accurately and in a timely manner to ensure Albertans and businesses had the most current information to assist in managing through the impacts of the pandemic.

1.5 Improve access to timely and efficient consumer dispute resolutions.

- In order to maintain the accessibility of the Residential Tenancy Dispute Resolution Services (RTDRS) during the pandemic, all hearings were conducted by teleconference since mid-March 2020.
- In April 2020, due to restricted in-person access to Alberta courthouses, the Court of Queen’s Bench requested that RTDRS direct-file orders by email. At the start of the pandemic, the RTDRS was direct-filing over 490 orders per month. By the end of the fiscal year, this had increased to an average of 650 orders per month.
- RTDRS expanded to include tenancy related issues for Mobile Home Site Tenancy applications. In 2020-21, hearings of urgent applications (for possession or termination) took place an average of 11 business days after filing, whereas hearings for other applications (return of the security deposit or damages) took place an average of 36 business days after filing.
- In 2020-21, almost 2,500 UCA mediations were resolved within an average of eight days.

Forward Looking Information

To continue moving forward in support of protecting consumers and preserving a competitive business environment, the ministry will work on the following:

- modernize the Appeal Board Regulation to take advantage of advances in virtual meeting technologies that would enhance access to justice for all parties, including rural and remote businesses. Work has begun to review the legislation and bring forward recommendations for enabling amendments in time to be brought into force on the regulations expiry of June 30, 2021;
- continue to work to explore the root cause of issues being experienced in mobile home communities and develop long-term solutions. Stakeholder engagement was completed from December 2020 to February 2021, and it is anticipated that policy recommendations will be ready for consideration in fall 2021, and legislative changes, if any, in spring 2022;
- work with Alberta Health to modernize the paper health care cards by enabling Albertans the ability to display the Personal Health Number (PHN) onto either the driver’s licence or provincial identification card to be used as a multi-use Personal ID Card; and

Actions that Support the Priorities of the Government of Alberta Strategic Plan

Key Priority:
Making life better for Albertans

Objective:
Building better communities

Public consultation to support the establishment of the Condominium Dispute Resolution Tribunal was conducted in fall 2020 to gather stakeholder feedback on options related to tribunal governance and operations. This included an online survey that garnered more than 2,900 responses and roundtable sessions with key industry stakeholders. The consultation result supports the development of a condominium dispute resolution tribunal that will improve access to timely and efficient condominium dispute resolution.

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- add more partners to the Alberta Business Information Data Exchange Hub. This hub allows partners to share corporate information including the federal business number to eligible ministries and other public agencies.

Initiatives Supporting Key Objectives

In 2020-21, \$110,000 was allocated and spent to undertake a review of the *Mobile Home Sites Tenancies Act* with the goal of better understanding the issues experienced in mobile home communities.

- An online survey and stakeholder roundtable discussions were undertaken in February 2021. The feedback received is being used to support the Government of Alberta's work towards this initiative, including exploring potential solutions and determining the various roles and responsibilities to ensure long-term resolution.

In 2020-21, \$275,000 was allocated and spent 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.

- A governance model was developed and successfully stood up on December 1, 2020. Additional work was required to provide further amendments to add clarity to the responsibilities and authorities that were set out in the 2020 amendments.

In 2020-21, \$150,000 was allocated and \$25,000 was spent on 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. This project is expected to take three years to conclude.

- Discussed under Red Tape Reduction section (starting on page 15).

In 2020-21, \$90,000 was allocated and spent 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.

- The funds were used to establish prompt payment dispute adjudication and to amend the *Builders’ Lien Act* to form the basis for regulations that will follow in the fall of 2021.

Performance Measures

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

Description

This measure compares the total number of urgent Residential Tenancy Dispute Resolution Service hearings, Utilities Consumer Advocate mediations, and Consumer Investigation Unit investigations to those that were completed within established timelines.

Results and Analysis

In 2020-21, 89% of inspections, investigations, and dispute resolutions were completed within established timelines.

Percentage of Inspections, Investigations, and Dispute Resolutions Completed (79% Target)

Year	2019-20	2020-21
Percentage Completed	76%	89%

Source: Service Alberta, Consumer, Registry and Strategic Services Division

This result is higher than last year and exceeded the target of 79%.

The ministry will continue to track the results and update the targets as the trend of the data changes.

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

Description

This indicator includes in person engagements undertaken by the Consumer Services Branch, the Consumer Investigations Unit, and the Office of the Utilities Consumer Advocate. Engagements can happen at trade shows, presentations, and other meetings.

Actions that Support the Priorities of the Government of Alberta Strategic Plan

Key Priority:

Making life better for Albertans

Objective:

Make the justice system fairer, faster and more effective

In fall 2020, the GoA passed changes to the *Builders’ Lien Act (Builders’ Lien (Prompt Payment) Amendment Act)* to address payment issues in Alberta’s construction industry and introduce an adjudication process for non-payment that will provide business owners an alternative to court. The goal is to reduce the need for liens and court actions, unlock cash flow, and provide certainty to this multi-billion dollar sector of Alberta’s economy.

Results and Analysis

In 2020-21, 210,836 Albertans interacted directly with Service Alberta staff through trade shows, presentations, and other meetings.

Number of In Person Engagements

Year	2019-20	2020-21
Number of Engagements	8,083	210,836

Source: Service Alberta, Consumer, Registry and Strategic Services Division

The higher number of engagements in 2020-21 is likely due to a specific push by the Consumer Investigations Unit to reach more individuals through their activities, which included the dissemination of education and awareness information delivered through personal interactions, virtual presentations, video promotions, tip sheets, door-to-door visits and meetings.

Outcome Two: Government is transparent and information is secure

In 2020-21, the ministry accomplished several key objectives directed towards achieving Outcome 2.

Key Objectives

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

- The Open Government Portal allows the public to view high-value data, publications, and other key information. This portal is the largest subnational open government portal in Canada, with almost 25,000 resources and 2,799 open datasets. Over 1,300 public inquiries were answered through the Open Government mailbox.
- Service Alberta worked with ministry business partners to add several new open datasets, including COVID-related information provided by Health. The department also streamlined publication processes and reduced approvals required to publish documents, making it easier to publish information and improving availability of information for Albertans.
- Through these additional datasets, the Open Government Portal attracted over 1 million new users and over 5 million visits in 2020-21.

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.

- The new FOIP system supports efficient government access to information and privacy program delivery by managing the entire lifecycle, up to disposition, of a FOIP request.

- Some benefits of the new system are:
 - automation that drives consistent workflows;
 - standardization of processes and products to improve the applicant experience; and
 - self-serve capabilities for Albertans to submit and track FOIP requests, pay fees, provide identification and documents, and receive response packages all within a secure environment.

2.3 Ensure the confidentiality, integrity, appropriate classification and availability of Albertan’s information.

- Due to the increase in cyber threats as a result of COVID-19 and the transition of staff to remote working models, additional courses were added to ensure the safety and security of Albertan’s information. Information Classification and Cybersecurity training was expanded with a focus on protecting information when working offsite and safe document handling practices. This training is mandatory for all GoA users to ensure all users are informed and understand their roles as it pertains to classifying and protecting information, cybersecurity, and policy.
- Service Alberta continues to evolve the GoA Cyber Security Strategy and strengthen the GoA’s cybersecurity posture to ensure that security measures continue to meet the evolving cyber threat. New controls were implemented or enhanced to increase protection of public data. These included improved authentication mechanisms for internal systems with Multi-Factor Authentication services, explicit classification for GoA emails and documents leveraging some automation based on information sensitivity, and the implementation of automated tools to detect and prevent malware attacks.

2.4 Improve the way government shares and receives information with and from Albertans.

- The FOIP Request Service tool enhances Albertans’ service experience when submitting general and personal FOIP requests to GoA departments (with the exception of Health and the Provincial Archives, which can be completed through MyAlberta eServices).
- Applications can only be accessed using MyAlberta Digital ID (MADI). An applicant’s account in the FOIP System can only be accessed by the applicant, using their own Digital ID account. Departments responding to requests will not know the applicant’s identity.
- Developed the Electronic Signatures Standards Package that establishes requirements for the adoption and use of electronic signatures for government, and assists business areas in identifying the right solution to meet business needs.
- Enabled uploading of electronic documents to the Consumer Affairs Tracking System (CATS). This functionality, combined with other changes, modernized how business licensing handles applications and renewals. All files are now electronic, which enables files to move more efficiently through review, quality control, and issuance process resulting in licensees receiving their licenses in a more efficient manner.

2.5 Enhance government transparency and protection of personal information.

The Government of Alberta continues to enhance openness and transparency where appropriate while being mindful of protecting personal information.

Forward Looking Information

In working toward desired Outcome 2, the ministry will:

- Continue to evolve cybersecurity controls, shifting from a passive, reactive security posture to a proactive posture where the organization identifies and manages threats before they become incidents. This year, the updated CyberSecurity Strategy's focus will shift away from the traditional periphery-based monitoring controls to end-point management, and more automation and artificial intelligence based controls.
- Launch the Content Management Initiative, which is a collection of enterprise-wide and interrelated projects and operational activities to change the way information is managed in the GoA. It is effectively a revolution in most aspects of how the government manages its information by moving from subject-based classification, retention and disposition of government records to function based classification, retention and disposition.

Initiatives Supporting Key Objectives

The first initiative to support key objectives was to implement 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, \$660,000 was allocated for this initiative and \$2 million was spent.

- The system was implemented in December 2020. The FOIP system is a modern enterprise solution for FOIP access and privacy case management, redaction, and reporting software.

The second initiative to support key objectives was 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. In 2020-21, \$95,000 was targeted for this initiative but no funds were spent.

- No funds were spent on enhancing the Open Government Portal last fiscal year, as any required upgrades or enhancements were completed by existing staff. No funds are required for future enhancements, as the department is focused on adding new datasets and streamlining processes to improve the availability and usability of information.

Performance Measures

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

Description

The ministry provides tools, advice and support to assist government public bodies in successfully handling their *Freedom of Information and Protection of Privacy Act* (FOIP) access requests. In order to track the compliance of government public bodies with the access provisions of FOIP, the percentage of FOIP requests completed on a timely basis (within legislative guidelines) is assessed.

Results and Analysis

In 2020-21, 89% of FOIP requests were completed in 60 days. This narrowly missed the target of 90%.

FOIP Requests Handled within 60 days (90% Target)

Year	2018-19	2019-20	2020-21
Percentage of Requests Handled Within 60 days	88%	87%	89%

Source: Service Alberta, FOIP and Information Management Division, Annual FOIP Statistical Report

The 2020-21 result is similar to previous years.

The GoA continues to receive a significant number of FOIP requests that are increasingly complex. As such, this has had an impact on completion times in comparison to the target.

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

Description

FOIP access requests are a key component of government transparency. The more that FOIP requests are processed properly by government bodies, the less likely the request applicant will submit a complaint to the Information and Privacy Commissioner. Consequently, government bodies are supported in successfully handling their FOIP requests with information and advice provided by Service Alberta. This measure tracks the number of requests handled without complaint to the Office of the Information and Privacy Commissioner.

Results and Analysis

Due to the timing of data availability, 2020-21 results are not yet available. As such, 2019-20 results are presented. In 2019-20, 98% of FOIP requests were handled without complaint.

FOIP Requests Handled Without Complaint (95+% Target)

Year	2018-19	2019-20	2020-21
Percentage of Requests Handled Without Complaint	97%	98%	N/A

Source: Service Alberta, FOIP and Information Management Division, Annual FOIP Statistical Report

Based on the 2019-20 results, client satisfaction with the request process remains high and was over the target of 95 per cent or over.

In spite of the high volume and increased complexity of requests, the number of complaints to the Information and Privacy Commissioner remains low.

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

Description

The Open Government Portal is an easy way to access government data and publications, encouraging citizen engagement and increasing government transparency. This measure tracks the number of visits to the Open Government Portal.

Results and Analysis

In 2020-21, there were 12,334,688 visits to the Open Government Portal, which well exceeded the target of 2,285,000.

Total Number of Visits to the Open Government Portal (2,285,000 Visits Target)

Year	2018-19	2019-20	2020-21
Number of Visits	1,944,311	4,242,769	12,334,688

Source: Service Alberta, Office of the Corporate Chief Information Officer and Telecommunications Division, Open Government Portal

The Open Government Portal was a primary source for information on health restrictions and the COVID-19 pandemic, which led to a significant increase in the number of visits. It is expected that the number of visits will decrease as the pandemic situation evolves and health restrictions are reduced.

The ministry will continue to track the results and update the target as the trend of the data changes.

Outcome Three: Government is modernized and services are accessible to Albertans

In working toward desired Outcome 3, the ministry worked to achieve several key objectives.

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.

Service Alberta works with the Government of Canada and other levels of government to identify pilot projects to accelerate the implementation of digital ID, enhance the Pan-Canadian Trust Framework, and encourage the use of MyAlberta Digital ID. These pilot projects demonstrate innovation and the transformative power of online identity verification through MyAlberta Digital ID. They also increase efficiencies, as organizations no longer do their own identity proofing:

- The ministry continued a pilot project with the Government of Canada that allows Albertans to use their verified MyAlberta Digital ID to register for and access the federal My Service Canada Account, which provides access to Old Age Security, Canada Pension Plan, Employment Insurance, and one-click access to the Canada Revenue Agency MyAccount.
- Service Alberta launched the Business Banking Digital Credentials pilot with British Columbia, Corporations Canada, Treasury Board Secretariat, Finance Canada, Bank of Canada, ATB Financial, and Canada’s biggest banks. This pilot explores the use of verifiable credentials to open a business bank account online, with no in person verification required.
- The ministry partnered with ATB Financial on a pilot project to improve digital service delivery, reduce red tape, and enable Albertans to use their MyAlberta Digital ID to interact with the private sector.

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

Service Alberta piloted a new, innovative procurement method, the Agile Negotiated Request for Proposal (nRFP), to improve time to market for IT goods and services while optimizing the effort required to achieve the desired outcome. Highlights of this method include using a negotiated process to support agility and flexibility, promoting engagement with the vendor community, and using vendor demonstrations as the primary evaluation criteria to ensure the solution meets the needs of the GoA. In addition, the nRFP template has been designed for General Services for use across government.

The pilot project was completed successfully in five months, demonstrating reduced timelines from traditional procurement methods and improved participation from the vendor community.

Actions that Support the Priorities of the Government of Alberta Strategic Plan

Key Priority:

Getting Alberta back to work

Objective:

Making Alberta more dynamic, and sustainable

- Service Alberta has contracted with industry leaders in Artificial Intelligence (AI) to establish a strategy and conduct three Proofs of Concept for the implementation of AI government wide. The strategy will address the ethical and legitimate use of government data, identify ways to increase AI investment and capacity in Alberta, and recommend a suite of tools to accelerate adoption of this emerging technology in GoA. Using this innovative technology, government can apply new capabilities to deliver better quality services at a lower cost.

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

- From March 16, 2020 to December 31, 2020, Registries Administration supported registry agent owners through the temporary closure of 155 offices due to COVID-19. In response to the pandemic, Service Alberta then implemented the ability for Albertans to obtain select registry services by telephone, email, or fax without requiring them to be physically present in-person.
- In December 2020, registry agent agreements amendments were completed as a result of the elimination of vehicle registration tabs for January 1, 2021, and a change to the insurance clause in the agreement. The elimination of validation tabs was initiated as a red tape reduction project, simplifying the process for Albertans and Alberta organizations. It also provided red tape reductions for registry agents by no longer requiring them to count and store the physical inventory. A by-product of this was the budgetary cost savings from no longer requiring manufacturing of tabs, as well as removal of the need to pick, pack, ship, and store tabs.
- Proclamation of *Land Titles Act* amendments to create a pending registration queue (PRQ) were included in the fall 2020 red tape reduction implementation bill. PRQ will reduce red tape by allowing clients like realtors and lawyers to complete their real estate transactions without waiting an average of 10 days before the documents submitted are registered. The amendments were also made to improve service levels by the Land Titles Surveys branch and to ensure users are not adversely impacted in the event of increased transaction volumes or reduced resources.
- Transition of Online Vehicles Renewals (OVR) from registry agent portals to the MyAlberta eServices platform brought the technology introduced in 2004 into a modern platform and the common platform for online registry services going forward. This allows for a one-stop user experience to obtain registry services online, and allows for future integration of vehicle renewal services with identity verification, real-time fulfillment, and immediate registration certificate printing. Once this future functionality is developed, it will no longer require Albertans to wait two weeks for their registration certificate to arrive in the mail.

Actions that Support the Priorities of the Government of Alberta Strategic Plan

Key Priority:

Making life better for Albertans

Objective:

Supporting Albertans most in need

- Service Alberta contact centres responded to nearly 1 million inquiries from Albertans (calls and emails) to assist in government's overall response to COVID-19. This included support of the Emergency Isolation Payment, Commercial Tenancy Support, Returning Traveller Outreach Program, and Critical Worker Benefit initiatives.

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

- The MyAlberta COVID Self-Isolation Payment, the MyAlberta Emergency Benefits System, and the MyAlberta Working Parents Benefit are innovative solutions that provide fast and convenient online payments. These systems reduce reliance on more costly ways to provide financial support to Albertans.
- Work continued on bringing aboard more Alberta Business Information Data Exchange partners to share corporate information including the federal business number to eligible ministries and other public agencies.
- Under COVID-19 restrictions, Surplus Sales postponed public sales floor activity, and pivoted to selling all surplus assets through the Alberta Online Auction (surplus.gov.ab.ca) using a

contactless, curbside service to auction winners. This additional online volume resulted in a 17% increase in revenue year over year and sold three times the average quantity of items. The Alberta Online Auction has over 20,000 registered users.

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.

Service Alberta supported the development and implementation of the initial phase of the Justice Transformation Initiative, which is a multi-year initiative focused on:

- increasing capacity to the criminal court system;
- increasing policing and regulatory capacity across the province;
- improving public and traffic safety; and
- enhancing accessibility, efficiency and timelines for all stakeholders.

Support was specifically with the development of legislation, program design, policy development, registry agent agreement amendments, stakeholder engagement, and related IMT services to ensure impacts on Albertans and registry agents were minimized and services were seamless.

Also see Red Tape Reduction section (starting on page 15).

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

Service Alberta continues to transition services for the over 3,200 government, schools, hospitals, post-secondary institutions, libraries, and municipal and Indigenous facilities that rely on the SuperNet to underpin government network services and key public service delivery to Albertans.

The ministry continues to work with Bell Canada to upgrade the over 70 SuperNet wireless towers and related infrastructure to better support government service and private sector internet service delivery to Albertans.

Due to ongoing COVID-19 restrictions and the necessary move to remote work in stakeholder locations across the province, the SuperNet transition was stalled for three months at the outset of the fiscal year. Schedules had to be adjusted and slowed to accommodate staff and stakeholder safety, and the ability for on-site network implementations.

The ministry worked to implement new COVID safety protocols, and engage with Bell Canada and stakeholders to understand where progress could proceed. The transition schedule was re-baselined over the summer and key stakeholders acted as testbeds for new protocols. By fall, transition progress had ramped back up to normal levels, and transition focus shifted to those facilities with staff present.

Access to a high-speed reliable broadband internet connection is essential for Alberta's recovery and economic diversification. With physical distancing as well as working and learning from home mandates, Connectivity has become increasingly important for Albertans' social, commercial, and educational interactions. Service Alberta has:

- supported industry in applying for federal broadband funding;
- completed foundational economic and technology modelling to underpin its broadband strategy work;
- explored opportunities to leverage emerging technologies, including Low Earth Orbit Satellite, to help close the digital divide in Alberta;
- worked to maximize federal investment in the province, and advocated for federal policy that supports broadband expansion in the province; and
- identified red tape reduction opportunities to better enable private sector organizations to deploy broadband to underserved rural and Indigenous citizens.

Forward Looking Information

In continuing to work toward desired Outcome 3, the ministry will:

- Develop and implement the ability for registry agents to scan and upload documents at the time of service, removing the need for photocopying, couriering, and for Albertans to surrender original documents.
- Determine and support new services for registry agents to provide on behalf of the government.
- Continue to improve citizen services including a priority project to bring more vital statistics services online. Another priority will be to bring more efficiency, accuracy, and automation to vital event registrations including working with partners to improve the pace and accuracy of data coming into the registry.
- Continue to work with the private sector to understand plans for broadband investment and expansion, move the proposed broadband approach through government reviews, work with colleague ministries in addressing red tape reduction opportunities to better support broadband development, and advocate for federal funding and policies that support improved connectivity for all Albertans.

Actions that Support the Priorities of the Government of Alberta Strategic Plan

Key Priority:

Making life better for Albertans

Objective:

Partnering with Indigenous Peoples to pursue opportunities

- Since the launch of the federal CRTC Broadband Fund (CBF) and the Universal Broadband Fund (UBF) this year, Service Alberta has engaged and collaborated with the federal government, Alberta Indigenous leaders, municipalities, and service providers to ensure Alberta projects are positioned and supported for funding success. With tight timelines for UBF submissions, Alberta successfully advocated for extended deadlines, meaning more Alberta projects could be considered – especially for our underserved Indigenous and rural communities.
- If successful, CBF applications may support over a dozen rural and Indigenous communities.

Initiatives Supporting Key Objectives

In 2020-21, \$1.5 million was allocated to modernize registry services, enabling Albertans to renew driver’s licenses online and access other registry services such as personal property searches, driver’s abstracts, and vehicle information reports through the MyAlberta e-services portal. \$1.4 million was spent on this initiative last year.

- Funds were spent to improve access to registry services and make more government services available online. Examples include the Online Birth Registration system, which provides an easy way to pay for birth certificates for newborn children online. The ministry also launched Online Vehicle Registrations through MyAlberta eServices, providing an easy way for Albertans to access registry services and reduce the requirement for in-person visits for registry offices.

Service Alberta allocated \$250,000 in 2020-21 to improve law enforcement’s access to Motor Vehicle information by developing automatic license plate reader connectivity to the Motor Vehicles System and providing mobile access to motor vehicles data. In 2020-21, no funds were spent on this initiative.

- Further discussions with law enforcement are required to ensure that the development of improvements to services will best meet their needs and priorities.

In 2020-21, \$330,000 was allocated to implement the Multi-Registry Access Service, facilitating self-service, online, no charge extra-provincial corporation and limited partnership registration between British Columbia, Alberta, Saskatchewan and Manitoba. In 2020-21, \$590,000 was spent on this initiative.

- This initiative enabled corporations and limited partnerships from a New West Partnership Trade Agreement partner to pay for an Alberta Newly Updated Automated Name Search report online, which is the first step to register a business in Alberta.

In 2020-21, \$1.5 million was allocated to centralize Information Management and Technology (IMT) procurement and vendor management and implement innovative, consistent service agreements and processes that will reduce costs. \$350,000 was spent on this initiative last year.

Discussed under Red Tape Reduction section (starting on page 15).

In 2020-21, \$1.5 million was allocated and spent 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.

Actions that Support the Priorities of the Government of Alberta Strategic Plan

Key Priority:

Standing up for Alberta

Objective:

A fair deal for Alberta

- To comply with the requirements of the New West Partnership Trade Agreement, Manitoba was included in the expedited, no cost extra-provincial corporate registration process. Using the newly developed Online Extra-Provincial Registration System, corporations from BC, Saskatchewan and Manitoba can extra-provincially register using this system at no cost and with fewer requirements.

- Service Alberta enhanced MyAlberta eServices integration with MyAlberta Digital ID to support the use of verified accounts and enable registry services modernization. The ministry simplified the MyAlberta Digital ID verification process, reducing the amount of information Albertans need to provide to verify their digital identities.
- The ministry enabled organizations to pay for Personal Protective Equipment through MyAlberta eServices, providing critical support to Albertans throughout the pandemic.

Performance Measures

Performance Measure 3.a: Number of sites transitioned to new SuperNet services

Description

This measure denotes the quantity of contractually agreed public sector institutions that have transitioned to new SuperNet 2.0 services. The new SuperNet 2.0 services agreement offers new enhanced services, improved metrics, and is more fiscally responsible, when compared to the previous vendor. These services underpin government service delivery, and support the expansion of online services.

Results and Analysis

In 2020-21, 944 sites were transitioned to new SuperNet services, which did not meet the target of 1,336 sites.

Number of sites transitioned to new SuperNet services (1,336 Target)

Year	2019-20	2020-21
Sites Transitioned	85	944

Source: Service Alberta, Office of the Corporate Chief Information Officer and Telecommunications Division

Progress on SuperNet transitions was achieved despite COVID-19 delays including a three month initial shut down of the project due to public health measures.

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

Description

As ministry call centers are a primary contact point for government services and information, this measure gauges call center satisfaction regarding services across five service attributes: courteousness, knowledge, effort, wait time, and ease of access.

Results and Analysis

In 2020-21, the contact center service index was 76%, this is below the target of 90+%.

Contact Center service index (90+% Target)

Year	2019-20	2020-21
Percent of Satisfaction	92%	76%

Source: Service Alberta, Shared Services Division

Surveys are conducted for the following lines of business; 310-0000, Consumers, Registries, and Health.

Previously surveys for the Consumers, Registries, and Health lines of business involved agents manually selecting which callers to survey (which injected samples with bias). The new methodology allows all inbound callers an opportunity to self-select into the automated survey tool.

Due to the nature of the 310-line, it is not possible to have an automated survey for this line as the call completes beyond the contact center platform. As a result, the manual methodology is required to continue. This leaves two risks intact; callers are surveyed potentially before achieving resolution on the reason for their call, and samples remain subject to agent bias.

The ministry is looking to revise future years' targets to keep in line with established call center satisfaction industry averages.

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

Citizen expectations have shifted to the acquisition of goods and services through the internet, and online service delivery has quickly become the norm. This measure tracks the number of MyAlberta digital identity accounts, as adoption will ultimately allow for improved service delivery and interactions with the government.

Results and Analysis

The number of MyAlberta Digital ID accounts rose to 1,920,445 in 2020-21, significantly exceeding the target of 1,200,000 digital accounts.

Number of Albertans with MyAlberta Digital Identity Accounts (1,200,000 Accounts Target)

Year	2018-19	2019-20	2020-21
Number of Digital Identity Accounts	216,480	747,862	1,920,445

Source: Service Alberta, Office of the Corporate Chief Information Officer and Telecommunications Division

The ministry saw a higher adoption rate through additional services that required the digital identity verification service. Albertans can use their MyAlberta Digital ID to access services previously considered too sensitive to deliver online.

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

Description

This measure tracks the number of services through MyAlberta eServices which gives Albertans another avenue to access government services and programs.

Results and Analysis

The target of 100 services available online was met with 101 services available in 2020-21.

Number of Services Available Online Through MyAlberta eServices (100 Services Online Target)

Year	2018-19	2019-20	2020-21
Number of Services Online	78	86	101

Source: Service Alberta, Office of the Corporate Chief Information Officer and Telecommunications Division

The number of online services available continues to increase when compared on a yearly basis.

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

Description

This measure monitors online transaction volumes which helps gauge whether Albertans see this as an effective service delivery channel.

Results and Analysis

In 2020-21, 1,078,596 transactions were completed through MyAlberta eServices, compared to a target of 900,000.

Number of Transactions Completed Through MyAlberta eServices (900,000 Transactions Target)

Year	2018-19	2019-20	2020-21
Number of Services Online	799,191	1,026,106	1,078,596

Source: Service Alberta, Office of the Corporate Chief Information Officer and Telecommunications Division

As the number of online services available continues to increase, the number of transactions will also increase.

Outcome Four: Services delivered internally to government are timely, innovative, and effective

The ministry achieved several results towards key objectives under this outcome.

Key Objectives

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

- In preparation for the launch of 1GX, ministry staff made numerous adjustments to the training and development programs they rely on. To complement updates to the training, documentation was reviewed and revised to reflect the new processes. This work was completed by the time 1GX launched in December 2020.
- 1GX required a significant number of subject matter experts familiar with current financial, payroll and benefits administrative processes. The Client Services Operations branch was instrumental in providing this expertise while continuing to balance ongoing service delivery requirements to client ministries.

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

- Service Alberta continues to work towards consistent digitization and service delivery using common tools and platforms, like MyAlberta eServices, MyAlberta Digital ID and BERNIE.
- MyAlberta eServices (eservices.alberta.ca) provides an easy way to pay for various government services online. The website continues to grow, offering citizens one consistent portal through which to purchase government services while enabling client ministries to transition to digital service delivery.
- MyAlberta Digital ID (account.alberta.ca) provides a secure way to access government services online, promoting digital transformation, and reducing the need for in-person visits to government offices. Service Alberta continues to work with various levels of governments to ensure the program enables secure identity information sharing across all levels of government. Ministries are leveraging MyAlberta Digital ID to enhance security, realize efficiencies, and streamline access to government services.
- BERNIE is an enterprise-level digital platform solution that will enable various business capabilities and priority programs using modern cloud-based technology such as, process automation and case management.

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

- Service Alberta has established an Architecture Review Board (ARB) to serve as a governance body, ensuring that IMT initiatives align with enterprise security controls and architecture principles, as well as business goals and strategies. The ARB will ensure proposed investments and solutions deliver the intended value, identify opportunities to reduce and rationalize investments, and ensure that risks relating to the proposed solution are mitigated, and architecture reflects the commitment to client-centric service delivery.

- To support modernization of government's technology infrastructure, the ministry has implemented the GoA Cloud Program to support a Cloud First approach to infrastructure and application services. Cloud computing is a natural progression from traditional IT, building on previous technologies while promising to improve cost efficiencies, deliver on demand services, accelerate innovation, and improve the usability of information technologies for staff.
- In collaboration with the business partners and Digital Innovation Office, the cloud enablement program is investigating several early adopter initiatives to achieve efficiencies through innovation.

Forward Looking Information

Going forward, the ministry will focus on completing the following initiatives in support of desired Outcome 4:

- Provide functional leadership in public procurement and support to all ministries in training and development of process and procedures. 1GX transformation will drive a one-government approach to how procurement is modernized in areas such as e-bidding, invoicing, and payments.
- Improving opportunities for MyAlberta Digital ID, such as enhancing the verification process by making it easier for Albertans to provide their information, so they can verify their MyAlberta Digital ID immediately, without the need for activation code mail outs.
- MyAlberta eServices will develop and deploy functionality to enable specific products to be digital downloads that users can buy and access once they sign in with MyAlberta Digital ID. This functionality is being built in support of registries modernization but offers functionality that benefits all ministries.
- Implement the BERNIE system and supporting programs, providing a digital platform for business capabilities to provide quicker, more efficient services at a lower cost.
- Continue to expand standard cloud platforms, leveraging the enterprise architectural blueprint guidelines. These platforms will support the innovation emerging for automation and artificial intelligence services as well as modernizing development platforms for new applications being developed with agile approaches moving forward.

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 was allocated for the development and licensing of a new telephony platform. \$1.4 million was spent on this initiative last year.

- The ministry worked with cross-ministry teams to complete an inventory of GoA contact centres and business requirements, including a comprehensive understanding of existing tools, support costs and staffing needs. Service Alberta established the contract for the new call centre solution and implementation is underway.

Service Alberta delivers a number of centralized, standardized administrative and transactional financial activities to government ministries. In 2020-21, \$75,000 was allocated to identify additional corporate services that could add value to ministries if centralized, however no funds were actually spent.

- Due to priority work to complete and stabilize the 1GX rollout, any work towards this initiative was put on hold for fiscal year 2021.

In 2020-21, \$45,000 was allocated to conduct an analysis of manual Service Level Agreement measurements with the aim of generating opportunities to automate monitoring and reporting. No funds were spent.

- Due to priority work to complete and stabilize the 1GX rollout, any work towards this initiative was put on hold for fiscal year 2021.

In 2020-21, \$50,000 was allocated to standardize procurement processes across the Government of Alberta. 1GX would be used to manage procurement processes and governance, resulting in increased contract and standing offer compliance. In 2020-21, no funds were spent on this initiative.

- 1GX procurement functionality has been implemented with work underway to improve uptake.

Performance Measures

Performance Measure 4.a: Percentage of invoices processed within Accounts Payable Service Level Agreement

Description

This measure tracks an invoice from the time it is received in Accounts Payable to the time the invoice is processed in the Enterprise Resource Planning (ERP) system.

Results and Analysis

In 2020-21, 75% of invoices were processed and met Accounts Payable Service Level standards. This did not meet the target of 93%.

Percentage of Invoices Processed (93% Target)

Year	2019-20	2020-21
Invoices Processed	93%	75%

Source: Service Alberta, Consumer, Registry and Strategic Services Division

The 2020-21 results only include data from April 1, 2020 to November 30, 2020 therefore results are not comparable to previous year's data.

Unexpected influx of 1GX Enterprise Resource Planning (ERP) system data conversion work in August and September 2020 had negative impacts on processing delivery times for the Accounts Payable team and resulted in two months of missed Service Level targets.

Conversion to 1GX system changed both in-system and off-system processes for paying invoices. These changes impact both client ministries and Service Alberta Accounts Payable area. Due to these changes to processing and responsibilities within the process flow, the service levels established for turnaround times of invoice payments is no longer relevant.

New service level definitions and targets will be developed over the coming months.

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

Description

Trailer surveys measure User Satisfaction with the service provider performance related to service tickets after clients receive services from the Government of Alberta Service Desk.

Results and Analysis

No results are available for 2020-21, as Client Satisfaction Surveys were put on hold in March 2020 to conduct a review of service desk surveys to address user feedback and adapt to unprecedented call volumes during the pandemic.

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

Percentage of Internal Clients satisfied with Services

Year	2019-20
Internal Clients Satisfied	92%

Source: Service Alberta, Office of the Corporate Chief Information Officer and Telecommunications Division

Surveys will resume in June 2021, once the GoA Service Desk completes transition to a new service management tool.

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

Description

With 1GX coming into place, it is expected there will be less manual intervention in the payroll process. Two examples include the new employee onboarding process and the ability to use automated retroactive pay functionality.

This metric is still being developed and may need to be modified, as we know more about 1GX and its reporting and data analytics capabilities.

Results and Analysis

Service Alberta led the implementation of the 1GX Enterprise Resource Planning system across the GoA. The 1GX is a modern cloud-based solution that is expected to provide considerably more e-functionality, increase efficiencies through common processes, reduce operational costs, reduce redundant systems, enhance reporting, and make it easier to do business with government.

The ministry will investigate how best to measure benefits and efficiencies from a more holistic view.

Performance Measure and Indicator Methodology

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

The percentage is based on a comparison of the total number of urgent Residential Tenancy Dispute Resolution Service (RTDRS) hearings, Utilities Consumer Advocate (UCA) mediations, and Consumer Investigations Unit (CIU) investigations, compared to those that met established timelines.

For RTDRS this timeline is urgent cases heard in 15 days; for CIU this timeline is investigations completed in six months or less; and for UCA this timeline is mediations completed in two weeks or less.

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

The total number of in person engagements is the sum of the different engagement activities provided by the Utilities Consumer Advocate, the Consumer Investigations Unit, and the Consumer Services unit.

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

All public bodies, including ministries, Executive Council, the Legislative Assembly Office, Office of the Auditor General, the Ombudsman, the Chief Electoral Officer, the Ethics Commissioner, the Information and Privacy Commissioner, and agencies, boards, and commissions designated in the Freedom of Information and Protection of Privacy (FOIP) Regulation submitted annual statistical reports of their FOIP requests for 2020-21.

The public bodies track FOIP requests manually, use FOIPNet, and the new FOIP system, which is a web-based tracking application, implemented in December 2020. The number of requests reported as completed in 30 days or less and 31 to 60 days are combined and reported against the total number of requests completed.

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

The Office of the Information and Privacy Commissioner uses a tracking system to log all complaints it receives under sections 65 and 53(2) of the *FOIP Act*. Public bodies track FOIP requests manually or use FOIPNet, a web-based tracking application. The number of requests received are reported against complaints received by the Commissioner's Office.

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

The number of visits is the total number of sessions within a selected date range, as calculated by Google Analytics. A session is a period of time when a user is actively engaged with a website. Active sessions terminate when the web browser is closed or after a specified period of inactivity.

Performance Measure 3.a: Number of sites transitioned to new SuperNet services

This measure represents the number of customers transitioned to the new SuperNet services, as defined under the SuperNet contract with Bell Canada.

The transition is measured as complete when Bell Canada obtains customer alignment that customer network traffic has been successfully cut-over onto the new service. Transitions involve coordination between Bell, the Government of Alberta, and internal network teams, and are reviewed weekly through contractual project meetings.

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

An automated mechanism, introduced this year, allows all inbound callers with the opportunity to take satisfaction surveys at the end of their interaction to rate agent courteousness, knowledge, effort, wait time, and ease of access.

These surveys are conducted for the following lines of business: Consumers, Registries, and Health. A manual methodology remains in place for 310-0000.

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

The number of Albertans with a MyAlberta Digital Identity account is calculated from a data extract from the MyAlberta Digital Identity system. The data extract contains only the base number of registered accounts and does not include any personal information about any individual account holder.

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

The number of services available through MyAlberta eServices is calculated by the cumulative number of completed on-boarding projects consisting of a product (or products) that can be obtained using MyAlberta eServices. Some projects consist of only one product, while other projects may consist of a few different iterations of the same product, or even a wide range of products (e.g. apparel/merchandise).

Note: Point-in-time services that retire quickly, such as event bookings are included in the result.

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

The number of transactions completed through MyAlberta eServices is calculated using a sales order report that tracks all transactions conducted on the MyAlberta eServices site. The total quantity of items ordered calculated by this report is the number used to show the total number of completed transactions.

Performance Measure 4.a: Percentage of invoices processed within Accounts Payable Service Level

This measure tracks an invoice from the time it is received by the Accounts Payable team to the time it is processed in the Enterprise Resource Planning (ERP) system. Processing time for each invoice is tracked and an average processing time for all invoices is calculated for the month.

Actuals to target are arrived at by calculating a percentage of months where Service Level targets were met.

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

This research was not performed in 2020-21.

The last time this research was performed was in 2019-20, when online surveys of internal clients were conducted by the Office of the Corporate Chief Information Officer & Telecommunications.

The objective of the trailer surveys is to measure User Satisfaction with the service provider related to service tickets. The indicator is a percentage of time that Users indicate they “Agree” (including “somewhat agree”, “agree”, and “strongly agree”) whether the service providers performance was satisfactory, averaged over the month.

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

The ministry will investigate how best to measure benefits and efficiencies from a more holistic view and update the methodology used.

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Ministry Financial Highlights

Statement of Revenues and Expenses (unaudited)

End of the year March 31, 2021

	2021		2020	Change from	
	Budget	Actual	Actual	Budget	2020 Actual
			(Restated)		
	<i>In thousands</i>				
Revenues					
Fees and licences	\$ 680,630	\$ 652,950	\$ 634,816	\$ (27,680)	\$ 18,134
Other revenue	81,266	76,643	83,543	(4,623)	(6,900)
Ministry total	761,896	729,593	718,359	(32,303)	11,234
Inter-ministry consolidation adjustments	(69,500)	(63,432)	(62,449)	6,068	(983)
Adjusted ministry total	692,396	666,161	655,910	(26,235)	10,251
Expenses - directly incurred					
Program					
Ministry Support Services	9,425	6,457	9,899	(2,968)	(3,442)
Land Titles	11,000	10,921	12,009	(79)	(1,088)
Motor Vehicles	13,160	11,433	11,910	(1,727)	(477)
Other Registry Services	11,455	12,335	11,510	880	825
Freedom of Information and Protection of Privacy	12,465	12,535	13,740	70	(1,205)
Consumer Awareness and Advocacy	24,505	23,371	22,283	(1,134)	1,088
Utilities Consumer Advocate	7,321	4,453	6,068	(2,868)	(1,614)
Enterprise and Shared Services	576,003	551,007	579,584	(24,997)	(28,578)
Ministry total	665,334	632,512	667,003	(32,822)	(34,491)
Inter-ministry consolidation adjustments	(69,500)	(65,241)	(78,258)	4,259	13,017
Adjusted ministry total	595,834	567,271	588,745	(28,563)	(21,474)
Annual surplus	\$ 96,562	\$ 97,081	\$ 51,356	\$ 519	\$ 45,724

Revenue and Expense Highlights

Revenues

- Revenue was \$32.3 million lower than budget. The largest variance was in the fees and licences category, mainly due to a decrease in commercial vehicle registrations.
- Revenues totaled \$729.6 million in 2020-21, an increase of \$11.2 million from 2019-20.
- Revenues from fees and licences totaled \$653.0 million and includes fees collected for motor vehicles, land titles, corporate registry, vital statistics and personal property registration services. This amount represents an increase of \$18.1 million from 2019-20, due to an increase in land title registry fees and an increase in the volume of passenger vehicle transactions, operator licences transactions and motor vehicle driver abstracts offset by a decrease in the volume of commercial vehicle transactions.
- Other revenue includes costs recovered for providing shared services to other ministries and external entities and funding for the Utilities Consumer Advocate. Overall, other revenues totaled \$76.6 million in 2020-21, which represents a decrease of \$6.9 million from prior year. \$8.2 million of this decrease is attributed to the discontinuance of revenue allocations for the Workforce Development and Labour Market Transfer programs from the Federal Government.

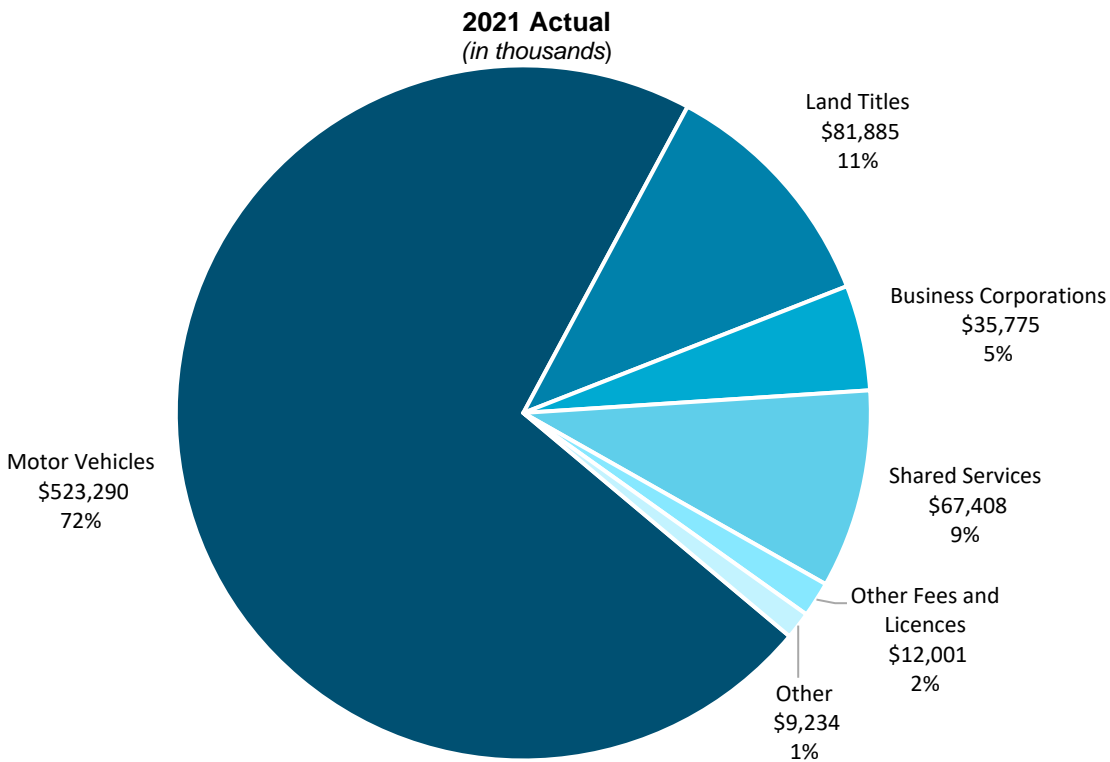
Expenses

- Expenses were \$32.8 million lower than the budgeted amount. Most of the variance is due to a \$25.0 million decrease in anticipated expenses for technology services provided to other ministries.
- Expenses totaled \$632.5 million, reflecting a decrease of \$34.5 million from 2019-20 actuals.
 - \$28.6 million of this decrease is due to achievement of cost reduction strategies, which included efficiencies through internal reorganization, staff reallocation, staff attrition and targeted reduction in information management and technology contracts,
 - \$3.4 million of this decrease in Ministry Support Services is due to a reallocation of Long Term Disability Insurance and Health Spending Account expenses to relevant program areas.

Breakdown of Revenues (unaudited)

	2021		2020
	Budget	Actual	Actual
			(Restated)
	<i>In thousands</i>		
Fees and licences			
Motor Vehicles	\$ 545,715	\$ 523,289	\$ 517,370
Land Titles	84,475	81,885	68,795
Business Corporations	36,357	35,775	35,025
Other	14,083	12,001	13,626
	<u>680,630</u>	<u>652,950</u>	<u>634,816</u>
Other revenue			
Shared Services	69,500	67,409	64,983
Utilities Consumer Advocate	7,321	5,073	5,964
Other	4,445	4,161	12,596
	<u>81,266</u>	<u>76,643</u>	<u>83,543</u>
Total ministry revenues	<u>\$ 761,896</u>	<u>\$ 729,593</u>	<u>\$ 718,359</u>

Breakdown of Revenues (unaudited)



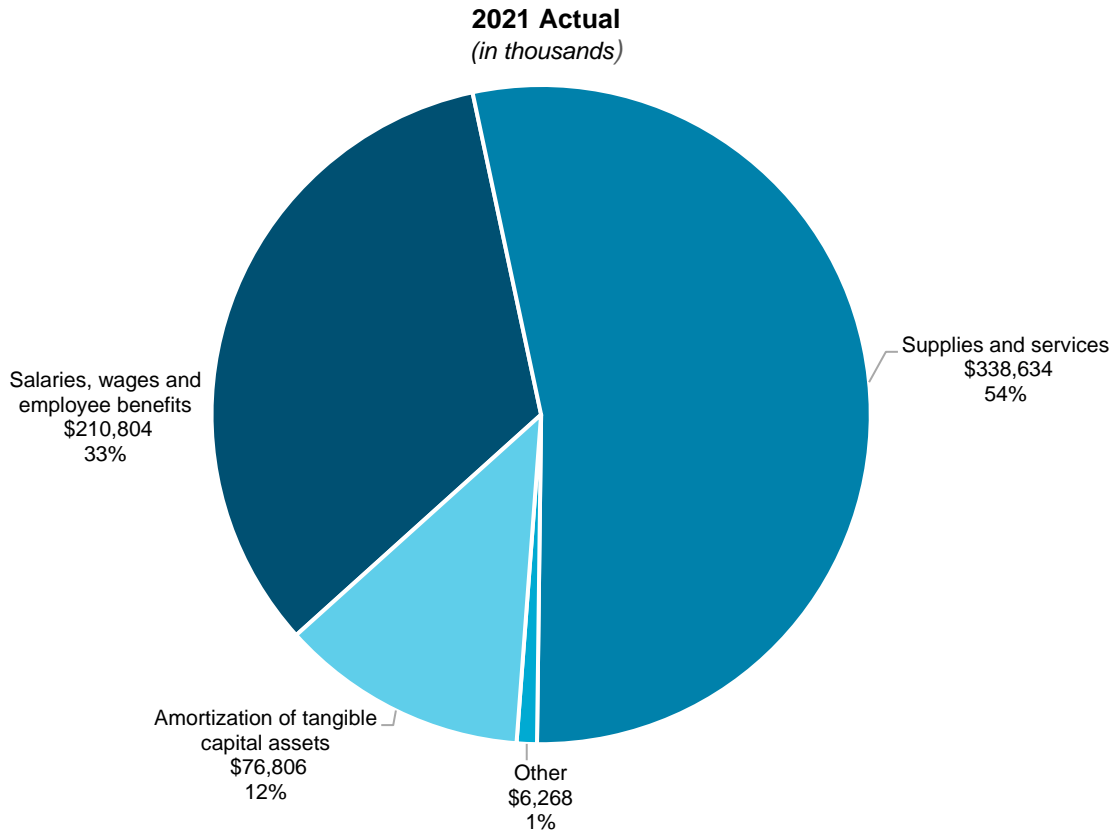
In 2020-21, Service Alberta collected \$729.6 million in revenue:

- Ninety one per cent (\$662.1 million) of the revenue was generated from sources external to the Government of Alberta. This revenue is primarily related to fees and licences collected from the five major registries (motor vehicles, land titles, personal property, vital statistics and corporate registry).
- The Ministry utilizes a network of 219 agents, located throughout the province, to deliver registry services, involving 8 million transactions. Transactions delivered by the registry agent network account for 47 per cent of the total registry transactions for 2020-21.
- The amount of revenue collected is influenced by transaction volumes, which in turn are influenced by various factors such as the economic health of the province and changes in population.
- The remaining 9 per cent (\$67.4 million) was from sources internal to government, primarily for recovering the cost of providing shared services.

Expenses – Directly Incurred Detailed by Object (unaudited)

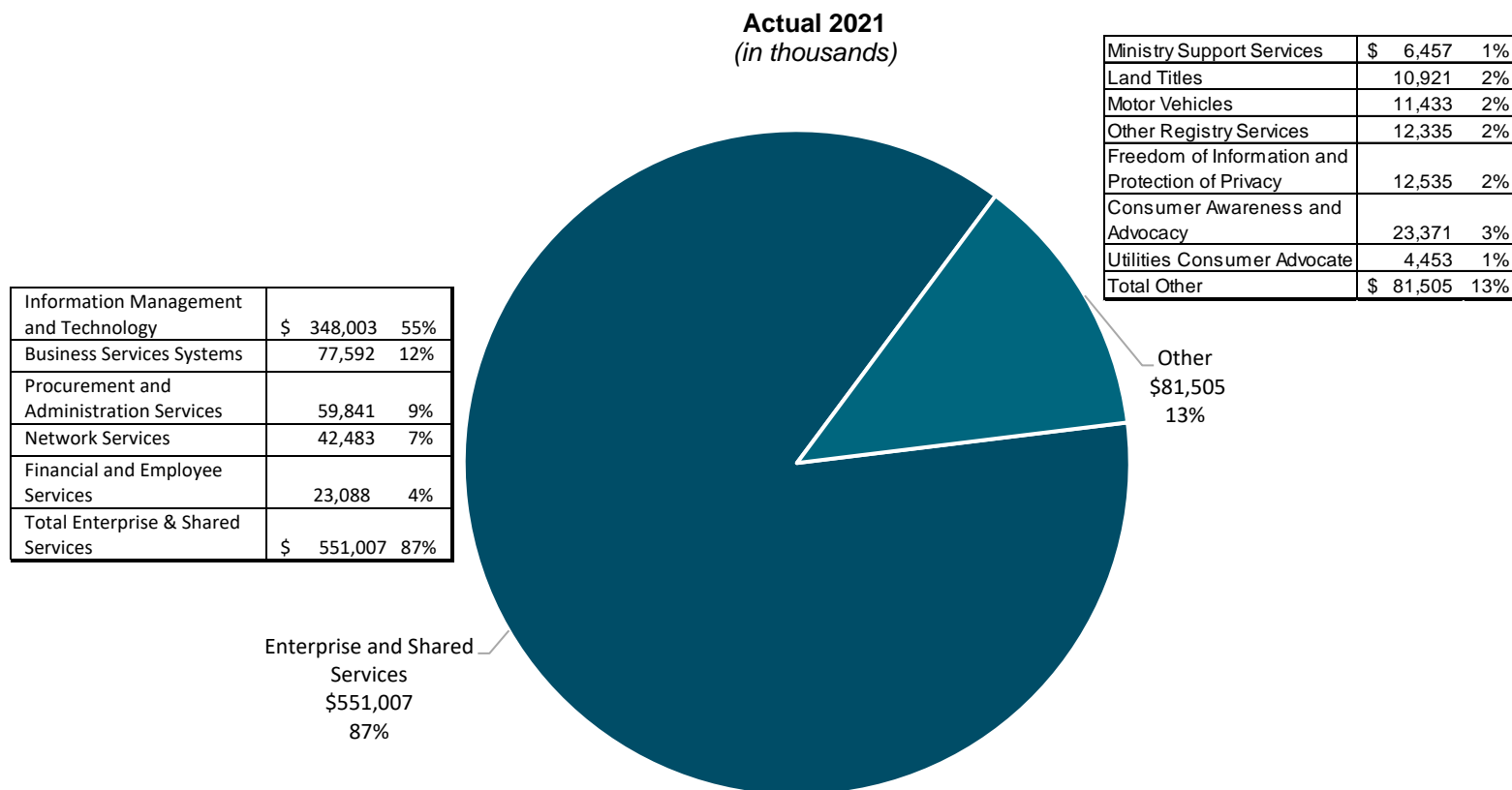
	2021		2020
	Budget	Actual	Actual
			(Restated)
Salaries, wages and employee benefits	\$ 225,963	\$ 210,804	\$ 215,526
Supplies and services	328,937	338,634	341,472
Amortization of tangible capital assets	95,281	76,806	80,303
Consumption of inventories of supplies	14,050	755	2,913
Other	1,103	5,513	26,789
	<u>\$ 665,334</u>	<u>\$ 632,512</u>	<u>\$ 667,003</u>

Expenses – Directly Incurred Detailed by Object (unaudited)



- Supplies and services was the Ministry's largest operating expense, representing 54% of the total expense. Spending on contracts totaled \$329,561 and accounted for 97% of supplies and services.
- Salaries, wages and employee benefits expenses totaled \$210,804 (33%), and were primarily incurred in the provision of shared services to government ministries.
- Amortization totaled \$76,806 and accounted for 12% of the Ministry's operating expense. It is a non-cash expense that represents the depletion or use of a capital asset. It is a proxy for the capital investment required to maintain and replenish assets owned by Service Alberta. These assets are used to deliver the department's programs and the programs of other ministries, through shared services.
- Other expenses of \$6,268 (1%) represented the remainder of the Ministry's expenses, which included consumption of inventories of supplies, transfer of tangible capital assets and other expenses.

Expenses by Program (unaudited)



Enterprise and Shared Services total was \$551.0 million, which represent 87 per cent of the Ministry’s Operating Expense. This suite of programs supports the provisioning of foundational shared services to government ministries and includes:

- \$348.0 million for information management and technology, of which \$34.5 million is funded by revenues received from other ministries, for services such as hosting ministry applications, video conferencing, data storage, software licensing, and network services;
- \$77.6 million for the government’s enterprise wide ERP, 1GX system;
- \$59.8 million for procurement and administration services, of which \$29.3 million is funded by revenues received from ministries, for services such as mail services, print services, fleet management, and imaging services;
- \$42.5 million for network services, predominantly for Alberta SuperNet; and
- \$23.1 million for financial and employee services relating to the administration of pay and benefits for over 29,600 Alberta Public Sector employees, processing accounts payables, accounts receivables, crown debt collections management, billings and employee services.

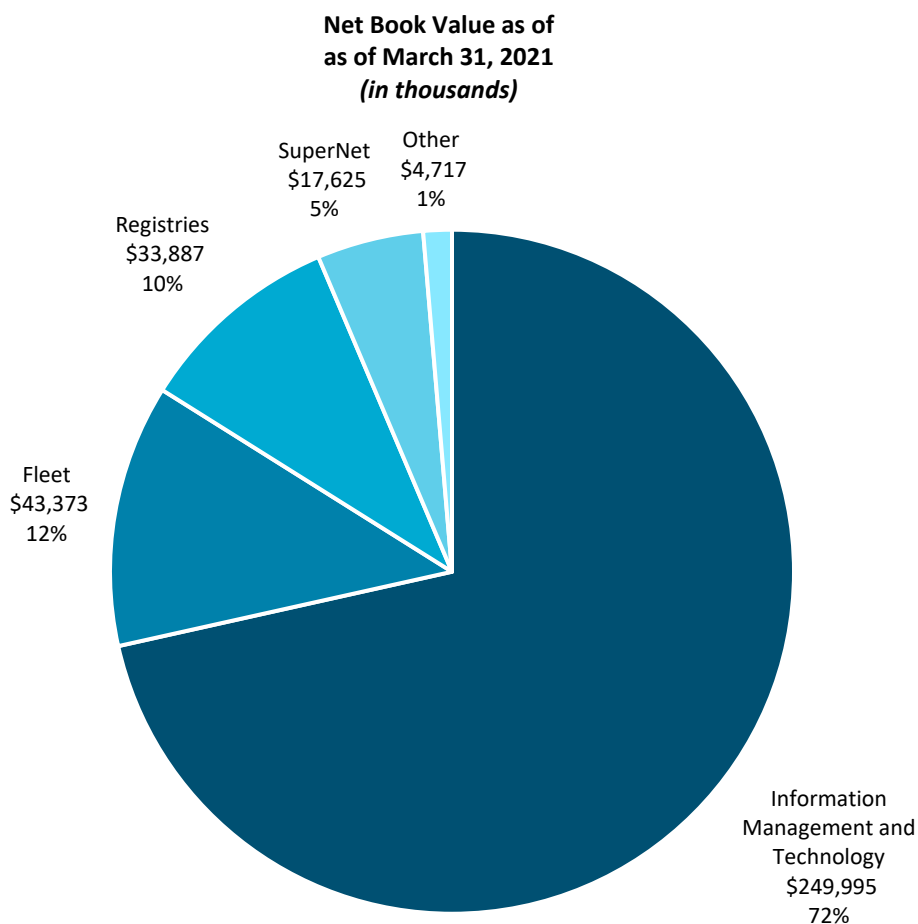
Supplemental Financial Information

Tangible Capital Assets (unaudited)

	2021			2020
	<i>In thousands</i>			(Restated)
	Equipment ⁽¹⁾	Computer Hardware and Software	Total	Total
Estimated Useful Life	3-25 yrs	3-10 yrs		
Historical cost ⁽⁴⁾				
Beginning of year	\$ 752,751	\$ 1,104,853	\$ 1,857,604	\$ 1,419,980
Adjustment to beginning balance ⁽²⁾	(398,551)	22,393	(376,158)	
Adjusted beginning balance	354,200	1,127,246	1,481,446	1,419,980
Additions	14,134	46,478	60,612	85,808
Transfers to/from Departments ⁽³⁾	(31)	(1,816)	(1,847)	(5,731)
Adjustments	-	(721)	(721)	(889)
Disposals including write-downs	(10,071)	(58)	(10,129)	(17,722)
	358,232	1,171,129	1,529,361	1,481,446
Accumulated amortization				1,048,015
Beginning of year	369,874	819,580	1,189,454	
Adjustment to beginning balance ⁽²⁾	(98,579)	21,810	(76,769)	1,048,015
Adjusted beginning balance	271,295	841,390	1,112,685	79,954
Amortization expense	27,830	48,976	76,806	1,085
Transfers to/from Departments ⁽³⁾	(31)	-	(31)	39
Disposals including write-downs	(9,696)	-	(9,696)	(16,408)
	289,398	890,366	1,179,764	1,112,685
Net book value at March 31, 2021	\$ 68,834	\$ 280,763	\$ 349,597	
Net book value at March 31, 2020	\$ 44,755	\$ 324,007		\$ 368,761

- (1) Equipment includes vehicles and SuperNet, which is comprised of the following components: Indefeasible Right of Use Agreements which grant the Government of Alberta exclusive use of specific fibre optic cable, wireless equipment, tower space and points of presences and an indefeasible right to use common support structures (sheathing, conduit, handholes, pedestals, etc.). Indefeasible means the right to use cannot be defeated, revoked or made void. Fibre Purchase Agreements grant the ownership of specific fibre optic cables and an indefeasible right to use common support structures.
- (2) Adjustment to beginning balance comprises of transfers of: AFRRCS asset valued \$299,971 and AFRRCS computer hardware and software valued \$6,391 to the Department of Municipal Affairs; IMT application valued \$7,083 from the Department of Education; and IMT application valued \$110 to the Department of Labour and Immigration.
- (3) Justice System Technology Renewal Application was transferred to the Department of Justice & Solicitor General for \$1,816 and equipment with \$0 net book value was transferred to the Department of Municipal Affairs.
- (4) Historical cost includes work-in-progress at March 31, 2021 totalling \$124,959 comprised of: equipment \$12,982 and computer hardware and software \$111,977.

Tangible Capital Assets (unaudited)



Service Alberta's \$349.6 million tangible capital assets are comprised of:

- Information Management and Technology (IMT) assets of \$250.0 million, composed of computer hardware, software and equipment, which supports and enables the delivery of information management and data services, IMT infrastructure, architecture, security and risk management services;
- The government's vehicle fleet, valued at \$43.4 million, includes over 4,000 vehicles in the Government of Alberta;
- Registry application systems valued at \$33.9 million, enables the delivery of registry related services and information essential to the lives of Albertans; and
- SuperNet valued at \$17.6 million, consists of indefeasible right of use agreements, which grant the government exclusive use of fibre optic cables and wireless towers formed into a network by electronics that provide broadband services to 3,300 public sector facilities in more than 400 urban and rural communities throughout Alberta; and
- Other assets worth \$4.7 million, support the delivery of a range of administrative, business and financial services to other departments, enabling the government to act as one enterprise.

Other Financial Information

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Statement of Remissions, Compromises, Write-offs (unaudited)

Department of Service Alberta

Year Ended March 31, 2021

The following statement has been prepared pursuant to Section 23 of the *Financial Administration Act*.

During 2020-21, 136 accounts receivable totalling \$57,673.30 were written off. Forty-one were for Motor Vehicle accounts, 80 were for Land Titles accounts and 15 were for Corporate Registry accounts.

Statement of Credit or Recovery (unaudited)**Department of Service Alberta****Year Ended March 31, 2021*****In thousands***

The following has been prepared pursuant to Section 24(3) of the *Financial Administration Act*.

	Authorized	Actual Revenue	(Shortfall)⁽⁷⁾/ Excess
Expense amounts funded by credit or recovery			
Shared Services ⁽¹⁾	\$ 55,235	\$ 50,895	\$ (4,340)
Utilities Consumer Advocate ⁽²⁾	7,291	5,073	(2,218)
Residential Tenancy Dispute Resolution ⁽³⁾	777	768	(9)
Specialty License Plates ⁽⁴⁾	800	643	(157)
Registry Data Information ⁽⁵⁾	50	-	(50)
	<u>\$ 64,153</u>	<u>\$ 57,379</u>	<u>\$ (6,774)</u>

Financial transactions funded by credit or recovery

Shared Services ⁽⁶⁾	\$ 4,200	\$ 2,892	\$ (1,308)
	<u>\$ 4,200</u>	<u>\$ 2,892</u>	<u>\$ (1,308)</u>

(1) The Ministry receives revenue to recover the cost of providing standardized shared services.

(2) The Utilities Consumer Advocate represents the interests of residential, farm and small business consumers of electricity and natural gas. It influences utility regulations, policies and practices and informs consumers about electricity and natural gas issues.

Eighty per cent of its funding is received through the Balancing Pool (section 148 of the *Electric Utilities Act*) with a further twenty per cent from three provincial natural gas distributors (section 28.1 of the *Gas Utilities Act*). Funding is based on the actual amount expended during the year.

(3) The Residential Tenancy Dispute Resolution service offers landlords and tenants an alternative means of resolving disputes outside of court. The service is designed to be faster, less formal and less expensive than the courts.

(4) Fee collected for specialty licence plates that allows Albertans to show their support for charitable organizations.

(5) The provision of special reports and bulk data transfer of registry data information is recovered through third party agreements.

(6) The Ministry receives revenue to replenish inventory for mail services.

(7) Shortfall is deducted from current year's authorized spending.

Lapse/Encumbrance (unaudited)**Department of Service Alberta****Year Ended March 31, 2021*****In thousands***

	Voted Estimate	Adjustments	Adjusted Voted Estimate	Voted Actuals	Over Expended (Unexpended)
Expense Vote By Program					
Program 1 Ministry Support Services					
1.1 Minister's Office	\$ 775	\$ -	\$ 775	\$ 678	\$ (97)
1.2 Deputy Minister's Office	795	-	795	744	(51)
1.3 Corporate Services	7,803	-	7,803	5,592	(2,211)
	<u>9,373</u>	<u>-</u>	<u>9,373</u>	<u>7,015</u>	<u>(2,358)</u>
Program 2 Land Titles	10,700	-	10,700	10,009	(691)
	<u>10,700</u>	<u>-</u>	<u>10,700</u>	<u>10,009</u>	<u>(691)</u>
Program 3 Motor Vehicles	12,120	-	12,120	11,233	(887)
Credit or Recovery (Shortfall)	-	(157)	(157)	-	157
	<u>12,120</u>	<u>(157)</u>	<u>11,963</u>	<u>11,233</u>	<u>(730)</u>
Program 4 Other Registry Services	9,775	-	9,775	12,163	2,388
Credit or Recovery (Shortfall)	-	(50)	(50)	-	50
	<u>9,775</u>	<u>(50)</u>	<u>9,725</u>	<u>12,163</u>	<u>2,438</u>
Program 5 Freedom of Information and Protection of Privacy	12,465	-	12,465	12,297	(168)
	<u>12,465</u>	<u>-</u>	<u>12,465</u>	<u>12,297</u>	<u>(168)</u>
Program 6 Consumer Awareness and Advocacy	23,070	(9)	23,061	22,584	(477)
	<u>23,070</u>	<u>(9)</u>	<u>23,061</u>	<u>22,584</u>	<u>(477)</u>
Program 7 Utilities Consumer Advocate	7,291	-	7,291	5,073	(2,218)
Credit or Recovery (Shortfall)	-	(2,218)	(2,218)	-	2,218
	<u>7,291</u>	<u>(2,218)</u>	<u>5,073</u>	<u>5,073</u>	<u>-</u>
Program 8 Enterprise and Shared Services					
8.1 Procurement and Administration Services	33,765	6,750	40,515	42,019	1,504
8.2 Financial and Employee Services	18,595	-	18,595	21,166	2,571
8.3 Business Services Systems	64,260	-	64,260	76,723	12,463
8.4 Information Management and Technology	317,032	4,900	321,932	293,133	(28,799)
8.5 Network Services	31,495	-	31,495	28,323	(3,172)
Credit or Recovery (Shortfall)	-	(4,340)	(4,340)	-	4,340
	<u>465,147</u>	<u>7,310</u>	<u>472,457</u>	<u>461,363</u>	<u>(11,094)</u>
Capital Grants					
Program 8 Enterprise and Shared Services					
8.4 Information Management and Technology	5,000	-	5,000	2,686	(2,314)
	<u>5,000</u>	<u>-</u>	<u>5,000</u>	<u>2,686</u>	<u>(2,314)</u>
Total	\$554,941	\$ 4,876	\$ 559,817	\$ 544,422	\$ (15,395)
Encumbrance/(Lapse)					<u>\$ (15,395)</u>

Continued...

Lapse/Encumbrance (unaudited)...Continued

	Voted Estimate	Adjustments	Adjusted Voted Estimate	Voted Actuals	Over Expended (Unexpended)
Capital Investment Vote By Program					
Program 4 Other Registry Services	\$ -	\$ -	\$ -	\$ 184	\$ 184
Program 6 Consumer Awareness and Advocacy	-	-	-	59	59
Program 8 Enterprise and Shared Services	88,742	(4,900)	83,842	60,369	(23,473)
Total	<u>\$ 88,742</u>	<u>\$ (4,900)</u>	<u>\$ 83,842</u>	<u>\$ 60,612</u>	<u>\$ (23,230)</u>
Encumbrance/(Lapse)					<u>\$ (23,230)</u>
Financial Transactions Vote By Program					
Program 8 Enterprise and Shared Services					
8.1 Procurement and Administration Services	\$ 14,050	\$ -	\$ 14,050	\$ 3,896	\$ (10,154)
Credit or Recovery (Shortfall)	-	(1,308)	(1,308)	-	1,308
Total	<u>\$ 14,050</u>	<u>\$ (1,308)</u>	<u>\$ 12,742</u>	<u>\$ 3,896</u>	<u>\$ (8,846)</u>
Encumbrance/(Lapse)					<u>\$ (8,846)</u>

- (1) As per "Expense Vote by Program," "Capital Investment Vote by Program" and "Financial Transaction Vote by Program" pages 189 and 190 of 2020-21 Government Estimates.
- (2) Adjustments include encumbrances, capital carry over amounts, transfers between votes and credit or recovery increases approved by Treasury Board and credit or recovery shortfalls. An encumbrance is incurred when, on a vote by vote basis, the total of actual disbursements in the prior year exceed the total adjusted estimate. All calculated encumbrances from the prior year are reflected as an adjustment to reduce the corresponding voted estimate in the current year.
- (3) Actuals exclude non-voted amounts such as amortization, inventory consumption and valuation adjustments.

Payments Based on Agreements (unaudited)

Department of Service Alberta

Year Ended March 31, 2021

In thousands

The Ministry has entered into agreements with Service Canada, Statistics Canada and the Canada Revenue Agency for the sharing of vital event data between federal and provincial organizations. The Ministry has also entered into agreements with Employment and Social Development Canada, Service Canada and the Canada Revenue Agency for printing and collating costs of vital event information.

Costs based on these agreements are incurred by the Ministry under the authority in Section 25 of the *Financial Administration Act*. Accounts payable includes \$46 (2020: \$65) relating to payments based on agreements. Amounts paid based on these agreements total \$182 (2020: \$191).

Public Interest Disclosure (Whistleblower Protection) Act
Year Ended March 31, 2021

Section 32 of the *Public Interest Disclosure (Whistleblower Protection) Act* reads:

- 32(1) Every chief officer must prepare a report annually on all disclosures that have been made to the designated officer of the department, public entity or office of the Legislature for which the chief officer is responsible.
- (2) The report under subsection (1) must include the following information:
- (a) the number of disclosures received by the designated officer, the number of disclosures acted on and the number of disclosures not acted on by the designated officer;
 - (b) the number of investigations commenced by the designated officer as a result of disclosures;
 - (c) in the case of an investigation that results in a finding of wrongdoing, a description of the wrongdoing and any recommendations made or corrective measures taken in relation to the wrongdoing or the reasons why no corrective measure was taken.
- (3) The report under subsection (1) must be included in the annual report of the department, public entity or office of the Legislature if the annual report is made publicly available.

There was one disclosure of wrongdoing filed with the Public Interest Disclosure Office for Service Alberta between April 1, 2020 and March 31, 2021. After reviewing the disclosure it was determined that an investigation was not warranted and the file was closed.