GOVERNMENT OF ALBERTA

Annual Report
Service Alberta
2019-2020

Alberta

Service Alberta, Government of Alberta | Service Alberta 2019–2020 Annual Report

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 21 ministries.

The annual report of the Government of Alberta contains ministers' accountability statements, the consolidated financial statements of the province and the *Measuring Up* report, which compares actual performance results to desired results set out in the government's strategic plan.

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.

Minister's Accountability Statement

The ministry's annual report for the year ended March 31, 2020, 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 July 8, 2020 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

Service Alberta continued to play a key role in making it easier for Albertans to access government programs, services and information in 2019-20.

Our ministry's role as a service provider and as a support ministry was front and centre during the final month of the fiscal year, when Alberta reported its first presumptive case of COVID-19 on March 5 and a State of Public Health Emergency was declared on March 17.

As the provider of technology and business services to government ministries, Service Alberta quickly added capacity to allow thousands of public servants to work remotely to ensure continued service for Albertans. We introduced rent protections for residential tenants, relaxed expiry dates for government identification and suspended in-person front-counter delivery of some government services in an effort to promote physical distancing, and help stop the spread of COVID-19. Service Alberta was also instrumental in distributing emergency isolation payments to Albertans who needed financial help in the wake of the pandemic and had nowhere else to turn.

Throughout the entire 2019-20 fiscal year, Service Alberta maintained its focus toward the achievement of our ministry business plan outcomes:

- Consumers are protected and a competitive business environment is preserved.

- Government is transparent and information is secure.

- Government is modernized and services are accessible to Albertans.

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

We made changes to condominium governance regulations that reduced red tape and clarified insurance obligations. We took meaningful action to address serious issues with Alberta's real estate regulator, the Real Estate Council of Alberta. We introduced amendments to the *Mobile Home Sites Tenancies Act* to provide a way to resolve mobile home site landlord-tenant disputes out of court, and we continued our work to modernize government by digitalizing internal processes and making more services available online.

As we consider the prospects of the new fiscal year already underway, we expect that Albertans will be turning to their government provider to provide leadership to help get our economy back on track. Whether we're out front delivering services directly to Albertans, or working behind the scenes to support other ministries, Service Alberta will continue to play an important role in making life better for all Albertans.

[Orignal 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, including the financial information and performance results. The financial information and performance results, 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 2019.

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;

- 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 Cynthia Farmer

Deputy Minister of Service Alberta

July 8, 2020

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 2019-20, the ministry worked to achieve the following outcomes:

- **Outcome One:** Consumers are protected

- **Outcome Two:** Government is transparent and information is secure

- **Outcome Three**: Government is modernized

- **Outcome Four:** Service delivery is improved

Organizational Structure

Consumer, Registry and Strategic Services (previously referred to as "Strategic and Consumer Services" in the 2019-23 Business Plan)

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. Works with registry agents across the province, the 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.

Office of the Corporate Chief Information Officer and Telecommunications (OCCIO&T)

Supports Government of Alberta (GoA) departments with information management and technology (IMT) leadership and expertise in IMT services delivery, security, and corporate investment management that enable the GoA to meet business goals and objectives. The division is also responsible for the day-to-day operations for SuperNet on behalf of the entire public sector, and for developing a framework to support widespread access to high-speed broadband.

Shared Services

Is one of the first places that Albertans go to get information about the GoA. Millions of people connect with Service Alberta contact centres operated by this division or the partners it supports in other ministries. The division also provides important corporate services across the government, including financial operations services, employee payroll and benefits administration, procurement of goods, Surplus Sales, a Resource Centre to provide leadership in procurement, vehicle fleet evergreening, employee ID card production, multi-function device lease coordination, centralized print services, and the management of the province's inter-departmental mail network in nearly 100 communities.

FOIP and Information Management (Reorganization during the year resulting in a transfer of Enterprise Information Management responsibilities from OCCIO&T 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 non-public body organizations in respect of managing personal information.

The division is also responsible for supporting the government wide information management program including records management and service delivery. This responsibility also includes administering the Records Management Regulation and the *Electronic Transactions Act*.

Additional responsibilities include the Alberta Government Library, which provides access to new and historical Alberta Government resources as well as independent information, and Queen's Printer, which are responsible for publishing and distributing the laws and official materials for the province.

Enterprise Resource Planning Transformation

Oversees the transformation of the GoA's aging Enterprise Resource Planning (ERP) system, IMAGIS, to a new ERP platform called 1GX, (one government eXperience) with modern cloud-based capabilities and standard processes to be used across government in the following areas: finance, treasury, planning & 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.

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	(2019-20) Current Results
Desired Outcome 1: **Consumers are protected**	1.a Number of new or expanded consumer protection initiatives advanced	▪ 2018-19: 8 ▪ 2017-18: 6 ▪ 2016-17: 5	▪ 15 initiatives (15 initiative target)
	1.b Number of instances where consumers access educational initiatives such as website and social media hits, and in-person awareness sessions (millions)	▪ 2018-19: 2.50 ▪ 2017-18: 3.40 ▪ 2016-17: 2.45	▪ 0.75[1] (2.50 target)
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	▪ 2018-19: 88% ▪ 2017-18: 85% ▪ 2016-17: 78%	▪ N/A[2] (95+% target)
	2.b Percentage of FOIP requests handled without complaint to the Information and Privacy Commissioner	▪ 2018-19: 97% ▪ 2017-18: 93% ▪ 2016-17: 96%	▪ N/A[2] (95+% target)
	2.c Total number of visits to the Open Government Portal[3]	▪ 2018-19: 1,944,311 visits	▪ 4,242,769 visits (2,138,742 target)
	2.d External malicious attacks prevented by information security controls[3]	▪ 2018-19: 5,338 malware infections prevented ▪ 92% emails blocked	▪ 3,188 malware infections prevented ▪ 91% emails blocked

[1]Due to the modernization of the web server environment, results are not comparable to prior year's results.

[2]Due to the timing of data availability, 2019-20 results are not yet available.

[3]New performance measure/indicator. Comparable prior results limited to 2018-19.

Desired Outcomes	Measures/Indicators	Prior Results	(2019-20) Current Results
Desired Outcome 3: **Government is modernized**	3.a Percentage of invoices paid electronically[4]	▪ 2018-19: 85% ▪ 2017-18: 86% ▪ 2016-17: 84%	▪ 87% of invoices paid electronically (85% target)
	3.b Percentage of internal clients satisfied with services received from Service Alberta[5]	▪ 2018-19: N/A[6] ▪ 2017-18: 83% ▪ 2016-17: 83%[7]	▪ N/A[6] (80% target)
Desired Outcome 4: **Service Delivery is improved**	4.a Number of Albertans with MyAlberta Digital Identity accounts	▪ 2018-19: 216,480 ▪ 2017-18: 59,873 ▪ 2016-17: 18,548	▪ 747,862 accounts (750,000 target)
	4.b Number of services available through MyAlberta eServices	▪ 2018-19: 78 ▪ 2017-18: 67 ▪ 2016-17: 25	▪ 86 services (90 services target)
	4.c Number of transactions completed through MyAlberta eServices	▪ 2018-19: 799,191 ▪ 2017-18: 660,017 ▪ 2016-17: 425,152	▪ 1,026,106 transactions (850,000 target)

[4] Electronically refers to invoices paid using Electronic Payment System, ExClaim, Procurement Cards and IMAGIS Recurring Vouchers.

[5] Clients of Service Alberta include those receiving service from: Accounts Payable, Accounts Receivable & Billings, Cash Office, Pay & Benefits, Email, Records Management, Library Services, Fleet Management, Web Server Team, Electronic Payment System, ExClaim System and Procurement Card.

[6] The survey was not performed as the ministry is working to implement enhancements to the survey methodology.

[7] In 2016-17, the clients of Accounts Payable, Electronic Payment System and ExClaim System were updated to more accurately reflect the users of the service and are not comparable to prior results.

Desired Outcomes	Measures/Indicators	Prior Results	(2019-20) Current Results
Desired Outcome 4: **Service delivery is improved**	4.d Call centre service index (based on courteousness, knowledge, effort, wait time and ease of access) related to: ▪ Registries	▪ 2018-19: 89% ▪ 2017-18: 93% ▪ 2016-17: 87%	▪ 91% satisfaction (90+% target)
	▪ Consumers	▪ 2018-19: 87% ▪ 2017-18: 87% ▪ 2016-17: 92%	▪ 91% satisfaction (90+% target)
	▪ Health	▪ 2018-19: 83% ▪ 2017-18: 88% ▪ 2016-17: 84%	▪ 84% satisfaction (90+% target)
	▪ 310-0000	▪ 2018-19: N/A[8] ▪ 2017-18: N/A[8] ▪ 2016-17: 92%	▪ N/A[8] (90+% target)

[8]The survey was not performed as the ministry is working to implement enhancements to the survey methodology.

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 reducing red tape to make life easier for hard-working Albertans and businesses. This includes reducing regulatory burden and unnecessary processes to encourage economic growth and job creation; and make Alberta one of the freest and fastest moving economies in the world.

The ministry 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 realized red tape reduction opportunities in the following areas:

- Vital Statistics, Corporate and Personal Property Registries streamlined legislation, policies, and procedures with the aim of reducing red tape for Albertans, businesses, and non-profits;

- completion of work on CORES Self-Service Password Reset that allows users of this Corporate Registry System to reset their own passwords without having to contact Corporate Registry; and

- through collaboration with industry and other stakeholders, generic regulatory proceedings, or updates to regulation, the Utilities Consumer Advocate Office (UCA) addressed reoccurring regulatory issues and improved standardization of terms, tariffs, and conditions.

4.5   Reduce regulatory burden for Albertans and businesses.

MyAlberta Enterprise solutions reduced regulatory burden by making it easier to access and use government services. Some examples of services are MyAlberta eServices, MyAlberta Digital ID, MyAlberta Digital ID for Business, MyAlberta Evacuation Payment System, MyAlberta Emergency Isolation Support System and MyAlberta Fines Search.

Overall, Service Alberta has implemented improvements to the way it offers services, including:

- implementing online personal FOIP access requests;

- implementing online training and tip materials; and

- modernizing access to motor vehicle information.

Initiatives Supporting Key Objectives

A comprehensive analysis of the Condominium Property Regulation was conducted to identify opportunities to reduce red tape, while promoting an efficient, fair and open marketplace, $300,000 was allocated in 2019-20 and $64,300 was spent on this initiative.

- The coming into force of the second stage of the *Condominium Property Regulation* was delayed from July 1, 2019 in response to stakeholder concerns that the regulation would create undue administrative burdens on condominiums, especially boards, managers, document providers, and reserve fund study providers.

- As part of a red tape review, stakeholder engagement was conducted and the revised regulation came into force on January 1, 2020. Stakeholder engagement confirmed that many of the new requirements in the regulation are welcomed changes and not viewed as excessive.

- Amendments address matters of governance for condominium corporations including disclosure of information, meeting notices, limits for document fees and bylaw sanctions, and the qualifications of reserve fund study providers. The resulting regulation achieves a balance of protection for condominium owners and boards and managers.

Business Plan – Discussion and Analysis of Results

Outcome One: Consumers are protected

In 2019-20, the ministry completed several objectives to enhance consumer protections.

Key Objectives

1.1   Improve consumer protections and outreach activities to educate Albertans.

In 2019-20, Service Alberta overcame the challenge of establishing an effective and rapid method of building consumer protection ambassadors by leveraging its existing PIRC Program (Police Integration for Consumers) to develop a joint education and awareness collaboration between Service Alberta, the Crown Prosecutor's Office, and the Royal Canadian Mounted Police. Formal education sessions were delivered to RCMP personnel throughout the province that included course curriculum on the *Consumer Protection Act* and the *Residential Tenancies Act*.

During this fiscal year, Service Alberta teams collaborated on developing a unified plan to provide outreach and educational presentations to Albertans. This provided an increase in outreach activities to connect with a variety of individuals and businesses, along with government officials, through tradeshow events, and in-person or online presentations. The ministry was able to reach over 17,000 Albertans and their organizations to provide valuable consumer protection information, including how to protect against scams, deal with unfair or questionable practices, and make informed consumer choices.

The ministry also developed and posted online eight condominium related fact sheets clarifying amendments to the legislation and how they impact condominium boards, owners and corporations to support effective change management and improved understanding of the legislative and regulatory amendments brought into force in 2019-20.

The UCA increased consumer and business awareness through outreach activities and the use of technology by conducting over 100 consumer education sessions across the province, directly engaging 14,000 people. In addition, consumer education information on the UCA's website was accessed over 273,000 times this past year. The UCA also engaged with Albertans through social media, including Facebook and Instagram, with over 22,000 likes, shares, and comments on their posts.

1.2 Ensure legislation and regulatory frameworks enable consumers and businesses to operate in an efficient, fair and openly competitive marketplace.

- Service Alberta prioritized legislative and regulatory amendments that addressed emerging consumer protection issues while ensuring that businesses can operate equitably in a competitive business environment. This included responding to government priorities, such as pursuing red tape reduction, policy directions to support decision-making (including responsiveness to the COVID-19 State of Public Health Emergency that brought in several protections for consumers and businesses) and effective government action, such as intervention to stabilize the Real Estate Council of Alberta.

- Contributed to amendments to the Business Corporations Regulation, Partnership Regulation, and Cooperatives Regulation to support the accession of Manitoba to the New West Partnership Trade Agreement (NWPTA) effective January 1, 2020, enhancing trade between Alberta and Manitoba.

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

Service Alberta concluded nearly 2,400 allegations of potential unfair practices or business non-compliance with the consumer protection legislation, of which 1,700 of these consumer concerns resulted in a formal disposition.

Also see Red Tape Reduction section (starting on page 14).

1.4 Use modern technologies and approaches to distribute important consumer information directly to Albertans.

- Service Alberta continued to ensure that consumer protection information is provided online through the use of publications and fact sheets, webpages on alberta.ca, and through Consumer Protection Alberta's Facebook page. Last year, over 75,000 tip sheets were downloaded and there were more than 360,000 visits to consumer protection webpages.

- The department updated and improved access to the five Reality Choices modules of the Career and Life Management high school program.

1.5 Improve access to timely and efficient consumer dispute resolutions.

- Amendments to the *Mobile Home Sites Tenancies Act* (Bill 3) were introduced in the Legislature in February 2020 to expand the mandate of the Residential Tenancy Dispute Resolution Service (RTDRS) to include mobile home site tenancies in order to improve access to justice and provide a more affordable, accessible alternative to the courts to address disputes between landlords and tenants of mobile home communities.

- Appeal boards are established on-demand as Service Alberta or delegated regulatory bodies receive appeals of decisions rendered in response to consumer complaints. On average, four or more appeals may be received each year. Starting in January 2020, appeal information and materials are distributed electronically through secure email, rather than physically printing binders and shipping them via courier. This transition speeds up the appeal process and provides savings, depending on the number of appeals made to decisions under the *Consumer Protection Act*, *Cemeteries Act* or *Funeral Services Act*.

- Service Alberta established docket scheduling and telephone hearing strategies to improve RTDRS wait times. In addition, the RTDRS enhanced the functionality of its case management system and online application portal. Some of these enhancements included automatic calculations, easier identification of available hearing dates, and improved functionality of hearing decision templates. RTDRS enhanced service effectiveness for applicants and utilization of resources by responding to email inquiries instead of requiring applicants to attend the RTDRS office in person. RTDRS also made hearing recordings more accessible to parties who need a transcript to file an appeal. During 2019-20, RTDRS received 11,130 applications and conducted 12,223 hearings.

- The ministry provided timely and efficient dispute resolution between consumers and their utility providers. The UCA received over 27,000 calls/emails from consumers in 2019-20, resulting in 3,600 mediations.

Forward Looking Information

To continue moving forward in support of protecting consumers, the ministry will work on the following:

- develop an online self-assessment tool, geared to regulated businesses. The tool would include a series of questions which the business will answer via multiple choice. Once completed, the assessment results will return information as to whether they are in compliance with the applicable legislation, or if there is work they need to perform to become compliant;

- streamline the filing of RTDRS orders with the Courts to enable RTDRS to electronically file orders and save applicants a step in the process;

- modernize the *Residential Tenancies Act* requirements for service of documents and notices by allowing email or other electronic methods reducing red tape for landlords and tenants;

- initiate work to streamline the licensing process for businesses by developing an online licensing application and renewal system for all business licensing activities administered by consumer programs, including providing for online payment of licensing fees; and

- review the *Business Corporations Act* to identify opportunities to reduce red tape and maintain competitive business environment in Alberta.

Initiatives Supporting Key Objectives

In 2019-20, $450,000 was allocated to review the *Real Estate Act* to ensure the Real Estate Council of Alberta is a well-governed and trusted organization with the capacity to deliver important functions, duties and powers while protecting consumers. $245,000 was spent on this initiative in 2019-20.

- Service Alberta played a significant role in efforts to stabilize the governance of the Real Estate Council of Alberta, which had seriously deteriorated due to conflicts amongst its governing council members, between council members and administration, and between the organization and its key stakeholders. Following an in-depth review of the issues that were being experienced, the *Real Estate Amendment Act* came into force on October 30, 2019. The amendments dismissed current council members and enabled the Minister to appoint an official administrator to manage RECA's affairs and continue its functions; and enabled the transition to a new council. Following this, extensive stakeholder engagement was conducted to develop

policy options that would create a more effective governance framework and long-term stability of RECA as an industry regulator, and improve the confidence of consumers and industry.

To conduct a comprehensive analysis of the Condominium Property Regulation, for opportunities to reduce red tape, while promoting an efficient, fair and open marketplace, $300,000 was allocated in 2019-20.

- Discussed under Red Tape Reduction section (starting on page 14).

Performance Measures

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

Description

This measure tracks the number of initiatives advanced to ensure consumers are protected and businesses can compete on a level playing field.

Results and Analysis

In 2019-20, 15 new or expanded consumer protection initiatives were advanced compared to a 15 initiative target.

Number of New or Expanded Consumer Protection Initiatives Advanced (15 Initiative Target)

Year	2017-18	2018-19	2019-20
Number of Initiatives	6	8	15

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

This result is higher than prior years and met the target of 15 initiatives. The following initiatives were advanced in 2019-20:

- stabilized RECA and engaged with stakeholders to develop renewed governance framework for regulation in Alberta's real estate sector;

- implemented Stage 2 Condo Regulations;

- initiated work on Stage 3 Condo Regulations to develop policy recommendations to establish a tribunal for dispute resolution;

- started work to establish a Statute Administration Framework to enhance consistency and improve regulatory oversight;

- strengthened online information to improve consumer education and awareness;

- launched the new online search tool for enforcement actions;

- conducted a red tape reduction review of all consumer protection legislation and supporting regulations;

- introduced legislation to expand the authority of the RTDRS to address Mobile Home Sites Tenancies Act disputes;

- improved RTDRS timelines for dispute resolution by increasing the number of telephone hearings and scheduling certain applications through a docket process;

- improved access to justice by publishing written RTDRS decisions through the CanLII database, which is used to publish legal decisions;

- completed the UCA Consumer Information Dashboard Phase 1 prototype;

- established UCA Water Utility Mediation Program protocols and procedures in collaboration with water utility providers;

- enhanced protection for sub-metering consumers by ensuring they could access the utility payment deferral program announced under the government's COVID-19 response plan;

- improved the processing of consumer complaint records, adjudication submissions and documentary evidence by converting to a fully paperless operation; and

- introduced a Consumer ALERT notification program that uses public bulletins and social media notifications to highlight specific unfair business activity and identify known prolific offenders.

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

Description

Marketplace education and awareness are integral to consumer protection. This measure tracks the number of consumers reached through educational initiatives using various communication channels.

Results and Analysis

In 2019-20, consumer education and awareness initiatives had a reach of 0.75 million.

Number of Instances Where Consumers Accessed Educational Initiatives (2.50 Million Target)

Year	2017-18	2018-19	2019-20
Number of Instances (millions)	3.40	2.50	0.75

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

The result does not meet the target and is lower than the 2018-19 result.

Service Alberta consumer protection sites began to transition to alberta.ca in December 2018. Due to transition, data collection was temporarily interrupted. Data collection started again in February 2019 but there was an identified drop in website visits and pdf views.

There are a number of factors that may have impacted page visits after the migration, which include:

- Following migration, many of the third party links had expired and/or were not updated, creating barriers to accessing information.

- Search engine response to the new website was slow and created user frustration.

- The way that the websites were organized and links between sites was a change for visitors, and it took time for individuals to become more familiar with the sites and learn where information could be found.

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

Outcome Two: Government is transparent and information is secure

In 2019-20, the ministry accomplished several key objectives directed towards achieving Outcome 2.

Key Objectives

2.1   Enhance government transparency and protection of personal information.

- Completed the implementation of Central Intake that creates a single point of entry for all GoA FOIP access request applications, providing consistent, clear and efficient services for applicants (Albertans).

- The release of a new mandatory eCourse, Data and Information Security Classification, helped government employees understand their responsibilities to properly assess the information they create and receive, and apply appropriate security classification to protect personal or sensitive information from being inappropriately accessed or distributed.

2.2   Improve information management, governance and accountability to increase compliance, consistency and efficiency.

Six new information management eCourses were developed for all government employees to help improve the consistency of how government manages information and complies with applicable information management policy instruments.

2.3   Ensure the confidentiality, integrity, appropriate classification and availability of Albertans' information.

- The development of identity management protocols ensured that digital services are delivered to the right person in a secure manner. Mitagating any security risks, by ensuring every Albertan's identity is secure and validated, is critical to the delivery of online government services.

- Pan-Canadian groups established a framework for digital identity management, which are leveraging Alberta's work to develop a model for standardizing identity management practices across Canada.

- The Data and Information Security in the Cloud standard was updated to ensure that cloud-based solutions can be adopted faster and data migrated to the cloud faster, ensuring improved availability and security of data and information.

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

- Launched the new online FOIP service for personal access requests to improve the way government shares and receives information with and from Albertans.

- Enhanced the transparency and access to justice, by having the RTDRS written reasons for decisions, publicly accessible on the free database (CanLII). Parties to an application before the RTDRS, have the opportunity to be better informed about how the *Residential Tenancies Act* is interpreted and applied by RTDRS, and to use this information to resolve disputes or prepare for an upcoming hearing. Before publication, all written decisions undergo redaction of identifying information in accordance with the *FOIP Act*.

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

The Open Government Portal, the sole GoA location; which houses high-value data, publications, and other information products deemed to be of long-term interest to the public, continued to grow with 286 datasets updated and 382 new datasets added, along with 7,700 new publications this year.

Forward Looking Information

In working toward desired Outcome 2, the ministry will continue to make strides toward the vision of the GoA being a trusted steward of information held on behalf of Albertans. The vision is for the GoA to have an environment where information is collected once; managed digitally in an open and secure environment; accessible; and used to its fullest potential. One initiative in support of this vision is the use of electronic signatures.

In Alberta, electronic records and signatures have been considered as valid and enforceable as paper versions since the enactment of the *Electronic Transactions Act* in 2003. Concentrated efforts will be made to support and operationalize the further use of electronic signatures.

Initiatives Supporting Key Objectives

In 2019-20, $2.1 million was allocated to purchase a new case management system for FOIP to meet the current and future needs of the business and provide opportunities for improvement through enhanced case management, reporting, and redaction functionality. $1.8 million was spent on this initiative in 2019-20.

- The system is being designed to receive and track FOIP requests as efficiently as possible. The new system is a modern enterprise solution for FOIP access and privacy case management, redaction, and reporting software for FOIP services across the GoA. The new system is expected to begin to be rolled out late in the 2020-21 fiscal year.

Performance Measures

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

Description

FOIP access requests are a key component of government transparency. 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

Due to the timing of data availability, 2019-20 results are not yet available. As such, 2018-19 results are presented. In 2018-19, 88 per cent of FOIP requests were completed in 60 days.

FOIP Requests Handled within 60 Days (95+ per cent Target)

Year	2017-18	2018-19	2019-20
Percentage of Requests Handled Within 60 Days	85%	88%	N/A

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

The result is higher than prior year's result but lower than the target of 95 percent or over.

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

Some improvements have been put in place, such as the ability to submit access requests online through MyAlberta eServices in addition to in person or over the phone and by continuing to add more content to the Open Government Portal. Applicants may still make FOIP requests but making more information readily available generally means less need for formal FOIP requests.

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, 2019-20 results are not yet available. As such, 2018-19 results are presented. In 2018-19, 97 per cent of FOIP requests were handled without complaint.

FOIP Requests Handled Without Complaint (95+ per cent Target)

Year	2017-18	2018-19	2019-20
Percentage of Requests Handled Without Complaint	93%	97%	N/A

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

Based on the 2018-19 results, client satisfaction with the request process remains high and was over the target of 95 per cent or over.

The target was determined by the historical results of the measure. Prior results typically hovered around 95 per cent.

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 2019-20, there were 4,242,769 visits to the Open Government Portal, which exceeded the target of 2,138,742.

Total Number of Visits to the Open Government Portal (2,138,742 Visits Target)

Year	2018-19	2019-20
Number of Visits	1,944,311	4,242,769

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

The target of 2,138,742 was set as an estimate while establishing the baseline trend of the data. The ministry will continue to track the results and update the target as the trend of the data changes.

The ministry is exploring new models for administering, maintaining, supporting, and evolving the service to be able to keep up with evolving technologies and requirements.

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

Description

Cybersecurity is a critical service provided to the GoA through Service Alberta's Corporate Information Security Office (CISO). The CISO works closely with the Federal Government and other provincial jurisdictions, sharing cyber threat information to ensure that threats and risks to public sector information assets are minimized. The GoA is a cybersecurity target, just as are other government and public sector organizations. Improved monitoring and reporting, as well as new sophisticated cybersecurity technologies have assisted in managing ever increasing and evolving attacks directed at the GoA.

Results and Analysis

In 2019-20, 3,188 malware infections were prevented by security controls, and 91% of the 338 million emails received were blocked due to malicious content.

Number of Malware Infections Prevented and Percentage of Emails Blocked

Year	2018-19	2019-20
Number of Malware Infections Prevented	5,388	3,188
Percentage of Emails Blocked	92%	91%

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

Outcome Three: Government is modernized

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 that can help deliver services faster, more securely and at a lower cost.

Service Alberta launched an operational pilot 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.

Through this pilot, MyAlberta Digital ID was formally assessed against the Pan-Canadian Trust Framework, and received a Letter of Acceptance from the Government of Canada's Treasury Board Secretariat, making Alberta the first Trusted Digital ID provider recognized by the federal government.

It demonstrates innovation and the transformative power of online identity verification through MyAlberta Digital ID. It also increases efficiency across levels of government, as program areas no longer have to do their own identity proofing. This simplifies how citizens interact with government services, as they can use one username and password across multiple levels of government.

The ministry also completed the Alberta Land Titles Online (ALTO) pilot with 14 law firms to encourage the submission of land titles registration forms in electronic format. The ALTO system allows for the submission, examination and registration of documents to occur electronically, eliminating the need for paper workflows, and reducing rework due to submission deficiencies.

3.2 Lead and support transformation initiatives to enable the shift to a one-government approach for corporate service delivery across the GoA.

MyAlberta eServices and MyAlberta Digital ID enable the shift to a one-government approach for corporate service delivery across the GoA. The platforms allow departments to benefit from a coordinated approach to online payments and identity management without the costs of developing and maintaining separate solutions.

- MyAlberta eServices demonstrates Service Alberta's commitment to digital transformation by providing a single, secure e-commerce platform that offers a one-stop-shop experience for Albertans as they interact across the GoA. MyAlberta eServices provides a holistic service that includes contact centre support and financial reconciliation, enabling departments to focus on their core business responsibilities. This approach has also allowed government departments to shut down duplicative services, further increasing government efficiencies.

- MyAlberta Digital ID made Alberta the first jurisdiction to offer an online-verified identity that aligns with the Pan-Canadian Trust Framework. Online identity verification enables government to design and deliver more services online. MyAlberta Digital ID provides a secure way for Albertans to prove who they are online, so they can access services from any department or level of government.

3.3 Improve the governance and implementation of the government's technology

The Enterprise IT Environment (EIE) initiative provides the transition to a government-wide approach to IT Infrastructure, resulting in a single, unified, integrated, and governed IT environment with improved information sharing and collaboration across the ministries. It will effectively reduce complexity, risk, duplication, and cost, while building a foundation that is strategically positioned for the adoption of cloud services, application, transformation, and consolidation. The EIE initiative has reduced operating costs related to data centres and returned $5 million in annual savings to the GoA as of April 1, 2019.

Moving staff from ministry-specific IT environments to new enterprise-focused positions was disruptive to staff and a significant challenge. Also, major changes to daily operational processes to ensure EIE migrations can proceed in a timely manner and to minimize possible disruptions to services. The migration of more than 800 individual applications currently using multiple development platforms, technologies, and support mechanisms into a single enterprise environment in three years has been a major technical challenge.

To overcome some of the challenges, constant communication was a priority to ensure all parties were aware of issues, concerns, migration plans, and to provide general initiative information to all involved.

To overcome some of the technical challenges, teams collaborated continually to ensure any differing technologies used by the ministries could be incorporated into the GoA environment, as well as ensuring all existing environments were available as required for application migrations.

New and innovative methods were implemented to ensure the ministry applications would operate as designed in the Enterprise environment.

3.4 Adopt innovative practices in how government procures while promoting fair treatment of Alberta businesses and workers.

Procurement Services implemented a pilot project for Category Management, an approach used by other governments as well as the private sector to manage procurement of broader categories of goods and services. This pilot focused on Contract Labour for IT and non-IT with cost benefits realized by leveraging buying power, driving more consistent practices, sharing information, and reducing duplication. Similar approaches will be taken in other spend categories such as engineering services, waste management, document management, and facility maintenance.

Forward Looking Information

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

- Work with the sectors and ministries to complete all planned data center shutdowns through removal and surplus of equipment, cancellation of maintenance contracts, and return of the spaces to the appropriate entities under the final task of the Enterprise IT Environment Initiative.

- Support the development of a procurement strategy in support of the recommendations of the MacKinnon Panel.

- Provide leadership in public procurement policy and practice, and support to all ministries in training and development of processes and procedures.

- Ensure the 1GX (one government eXperience) solution is implemented for supply chain management is and available to all ministries.

Initiatives Supporting Key Objectives

The first initiative to support key objectives was to implement the government's enterprise resource planning system, 1GX, to replace aged and redundant systems, enhance system functionality and help drive innovation, efficiency and effectiveness throughout government. In 2019-20, $79.6 million was budgeted for this initiative and through funding reallocations managed within Service Alberta, $83.4 million was spent.

- The new 1GX system is a modern cloud-based ERP system that will drive efficiency and effectiveness throughout government, and improve the way services are delivered to Albertans. Service Alberta completed the development of MyAlberta eServices' 1GX integration to enable services that work with IMAGIS to integrate seamlessly with 1GX.

- The implementation of 1GX supports the objectives of modernizing business processes; consistent digitization and service delivery; and improving government data and analytics to support decision-making.

The second initiative to support key objectives was to apply a One-Government approach to Information Management and Technology (IMT) that will adopt practices that enable opportunities for businesses in Alberta and Canada, centralize IMT procurement and vendor management, and implement innovative and consistent approaches that reduce timeframes and costs. This was budgeted at $1.5 million in 2019-20. No incremental funds were spent on this initiative in 2019-20.

- The Application Master Service Agreement was implemented and introduced consistent contract terms, deliverables, and contract governance allowing vendors to reduce their risk and effort to respond to procurement of services. Procurement documents have been simplified making it easier for vendors to understand the requirements and successfully respond with complete solutions. Procurement cycles have been reduced from six months or more to four months.

- The IMT Policy Program was launched in June 2019. In the early months of implementation, the program prioritized the identification of policy instruments related to 1GX implementation, such as content and application governance and electronic signatures. The program facilitated workshops to bring together subject matter experts and help solve IMT policy issues, and enable business priorities. In addition, the program standardized governance and approvals of IMT policy instruments, and provided IMT policy training sessions for division staff.

The third initiative to support key objectives was to implement the Multi-Jurisdictional Registry Access System (MRAS) that would replace the current manual extra-provincial registration for corporations in British Columbia, Alberta, Saskatchewan, Manitoba and Corporations Canada with a new web-based online service. $885,000 was budgeted for this initiative in 2019-20 and $522,000 was spent.

- Corporate Registry continues to work with ministry colleagues and federal, provincial, and territorial counterparts on the implementation of MRAS to reduce red tape burdens and costs when it comes to extra-provincial corporate registration. This past year, the focus was on IT development and work on a memorandum of understanding with Corporations Canada.

Performance Measures

Performance Measure 3.a: Percentage of invoices paid electronically

Description

Measuring the percentage of invoices paid electronically related to improving government efficiency which is indicative of a modernized government. Electronic invoicing streamlines payment processes and gains efficiencies within the Government of Alberta and across ministries. The convenience of processing invoices electronically is expected to ultimately increase the efficiency of administrative payment tasks throughout government.

Results and Analysis

In 2019-20, 1,031,919 out of 1,187,660 invoices were paid electronically for a rate of 87 per cent, compared to an 85 per cent target.

Number of Invoices Paid Electronically (85 per cent Target)

Year	2017-18	2018-19	2019-20
Percentage of Invoices	86%	85%	87%

Source: Service Alberta, Shared Services Division, Electronic Payment System, ExClaim and IMAGIS AP Reporting

The percentage of invoices paid electronically is 87 per cent, which indicates that most payments are being completed efficiently through electronic means, which increases accuracy and reduces manual administrative tasks. In continuing to work towards the target, further progress is expected

for 2020-21 as the ministry continues to promote the use of electronic payments, specifically the streamlined recurring payments functionality in the government's new 1GX ERP solution.

Overall, the trend indicates the increasing use of electronic payments as the transition from inefficient manual tasks to automated and streamlined payment processes continues.

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

Description

A modernized government is productive, efficient, and effective. Measuring satisfaction with services provided to client ministries helps gauge these elements of quality in relation to service delivery. This measure, based on a survey, evaluates internal clients' overall satisfaction with services provided by Service Alberta.

Results and Analysis

No results are available for 2019-20 as the ministry is in discussions to implement enhancements to the survey methodology. The last time this survey was conducted in 2017-18, the majority, or 83 per cent, of respondents indicated satisfaction with services received from Service Alberta. The 2017-18 target was 80 per cent.

Satisfaction with Services Received from Service Alberta (per cent)
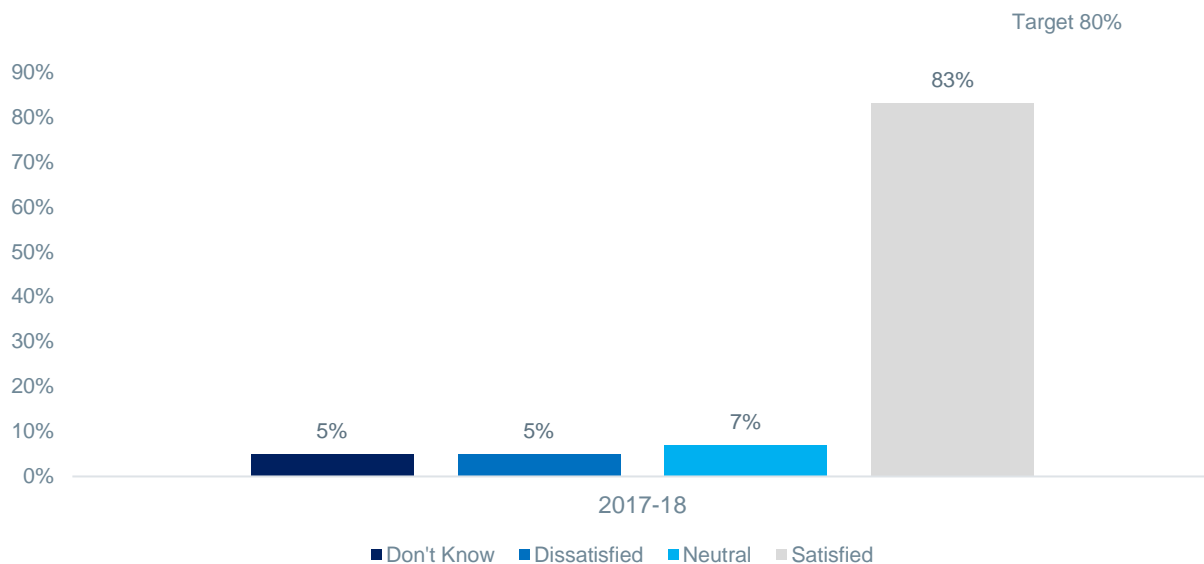
Source: Service Alberta Internal Client Satisfaction Survey

Prior to 2017-18, historical results were in the mid 70s or higher, and as such, 80 per cent was established as the target. The target of 80 per cent is a common satisfaction target representing four out of five respondents being satisfied.

Outcome Four: Service delivery is improved

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

Key Objectives

4.1   Expand and enhance delivery of government services.

- MyAlberta eServices (eservices.alberta.ca) provides an easy way to pay for various government services online such as FOIP requests, homebuilder's licences, traffic fines, Alberta Parks passes, and various events, permits, and licences. The number of services provided through this website continues to grow, offering citizens one consistent portal through which to purchase government services while enabling ministries to transform the delivery of their services.

- MyAlberta Digital ID for Business (business.account.alberta.ca) provides a secure way for businesses to access government services online.

    - Service Alberta is working to maximize the number of services supported by the program. MyAlberta Digital ID for Business on-boarded 12 new services, including external training provider access to Community and Social Services' Mobius system, Labour and Immigration's Employment Standards permit or variance applications as well as eight services provided by Agriculture and Forestry.

- MyAlberta Fines Search (finesearch.eservices.alberta.ca) provides an easy and secure way for Albertans to sign in with MyAlberta Digital ID to find information on their outstanding fines and pay them online through MyAlberta eServices.

4.2   Improve Albertans' access to registry services and land titles.

Service Alberta developed new features in support of registry services modernization, an important red tape reduction initiative that will enable Albertans to access registry products online. The ministry implemented a more robust service fee module for MyAlberta eServices that allows a service fee to be a percentage of an item's price, or a specified amount. These enhancements let the government offer more flexibility in distributing service fees collected through online registry services within the GoA.

The ministry also:

- Established a replacement agency agent in Peace River, returning in-person services to the community in February 2020.

- Piloted a Travelling Mobile Registry Agent, where in-person services were brought into Red Earth Creek (a community with no in-person services and long driving distances from existing agents), to determine the functionality of using remote technology.

4.3   Develop a strategy to support widespread access to high-speed broadband and realize the opportunities for innovation and efficiency inherent in digital service delivery.

Service Alberta worked across the public sector, and with stakeholders, communities, telecommunication carriers, and internet services providers across the province to develop strategies for improving internet connectivity for rural and remote Albertans. This included reducing red tape that creates barriers for broadband connectivity, and advocated to the federal

government on behalf of Albertans to ensure that Alberta receives fair consideration in national strategies, policy, and funding.

The ministry also:

- Negotiated with Bell to provide features that help rural service providers and communities to increase connectivity options. This includes a 5% wholesale pricing discount for municipalities acting as Internet Service Providers for their residents and businesses.

- Held the first ISP (Internet Service Provider) Forum in October 2019 in support of working with telecommunications providers accessing SuperNet to provide services to Albertans.

- Implemented the transition to new SuperNet services (SuperNet 2.0) for 3,300 schools, hospitals, libraries, municipal, Indigenous and government facilities across the province. This included transitioning 40 government circuits to SuperNet 2.0 this past year.

- Completed formal engagements with the federal government to ensure that national broadband funding programs were flexible enough to allow for innovative solutions to connect underserved Albertans, and recognized the unique challenges of rural and remote Albertans and Indigenous communities.

4.4 Develop innovative solutions to increase the delivery of cost-effective services.

To increase the delivery of cost-effective services, Service Alberta developed the MyAlberta Evacuation Payments System and the MyAlberta Emergency Isolation Support System in support of disaster and pandemic response and recovery. These innovative solutions provide fast and convenient online payments. The systems reduce reliance on costly pre-paid debit cards and large–scale distribution centres.

4.5 Reduce regulatory burden for Albertans and businesses.

Discussed under Red Tape Reduction section (starting on page 14).

Forward Looking Information

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

- Continue to work with stakeholders on red tape reduction and improvement of Albertans' access to registry services by developing new features in support of registry services modernization

- Continue working with the Government of Canada and other levels of government to identify other opportunities to use MyAlberta Digital ID seamlessly across jurisdictions.

- Focus on Service Alberta's red tape reduction initiatives, including implementing a three-year plan to achieve targets and prioritizing initiatives that will modernize the public service and save Albertans time and money when interacting with government.

- Continue to focus on the provincial broadband strategy committed to in Budget 2020, including a focus on advocating federally for telecom policy and funding options that can help enhance connectivity in rural Alberta, developing innovative approaches to partnering, supporting 5G innovation, and helping to address emergency needs arising from our COVID-19 public health emergency and new remote working and learning realities.

- Focus on amendments to the *Builders' Lien Act* that will modernize the *Act*, ensuring timely invoice payments throughout the construction industry occur within specific legislative timelines. This will reduce red tape by offering a faster and more certain payment process for contractors and subcontractors.

Initiatives Supporting Key Objectives

In 2019-20, $1.1 million was allocated to continue to partner with departments to expand and enhance online delivery of services through MyAlberta eServices and MyAlberta Digital ID, and build out new features and functions in support of registry services modernization. $785,000 was spent on this initiative in 2019-20.

- Service Alberta developed Agent of Record functionality that will improve Albertans' access to registry services by allowing them to choose their preferred registry agency when completing transactions on MyAlberta eServices that they would traditionally complete at a registry office. The ministry also continued to increase the number of services available through MyAlberta Digital ID for Business, an enterprise online identity management program that provides a secure way for businesses to access government services online.

Performance Measures

Performance Measure 4.a: 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 result of 747,862 digital accounts adopted in 2019-20 narrowly missed the target of 750,000 accounts.

Number of Albertans with MyAlberta Digital Identity Accounts (750,000 Accounts Target)

Year	2017-18	2018-19	2019-20
Number of Digital Identity Accounts	59,873	216,480	747,862

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

The ministry sets targets for this performance measure in the absence of baseline data, relying on internal analysis and trends in service delivery.

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.

This also positioned government to expand online access to government services by allowing all ministries and all levels of government to adopt this production-ready, secure identity management solution.

Performance Measure 4.b: 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 90 services available online was almost met with 86 services available in 2019-20.

Number of Services Available Online Through MyAlberta eServices (90 Services Online Target)

Year	2017-18	2018-19	2019-20
Number of Services Online	67	78	86

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

While the actual number of services available fell just short of the target, year-to-year the number continues to increase.

The ministry will continue to review this measure taking into consideration baseline data and trends, and targets will be adjusted accordingly.

Performance Measure 4.c: 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 2019-20, 1,026,106 transactions were completed through MyAlberta eServices, compared to a target of 850,000.

Number of Transactions Completed Through MyAlberta eServices (850,000 Transactions Target)

Year	2017-18	2018-19	2019-20
Number of Transactions	660,017	799,191	1,026,106

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

The ministry sets targets for this performance measure in the absence of baseline data, relying on internal analysis and trends in service delivery.

As the service evolves, trends will be incorporated into the development process, and targets will be adjusted accordingly.

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

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 – Registries

At 91 per cent, the call centre service index (registry-related) was higher than the target of 90 per cent or over.

Call Centre Service Index* (Registry-Related) (per cent)

The service index is the respondent experience across five service attributes: courteousness, knowledge, effort, wait time and ease of access.
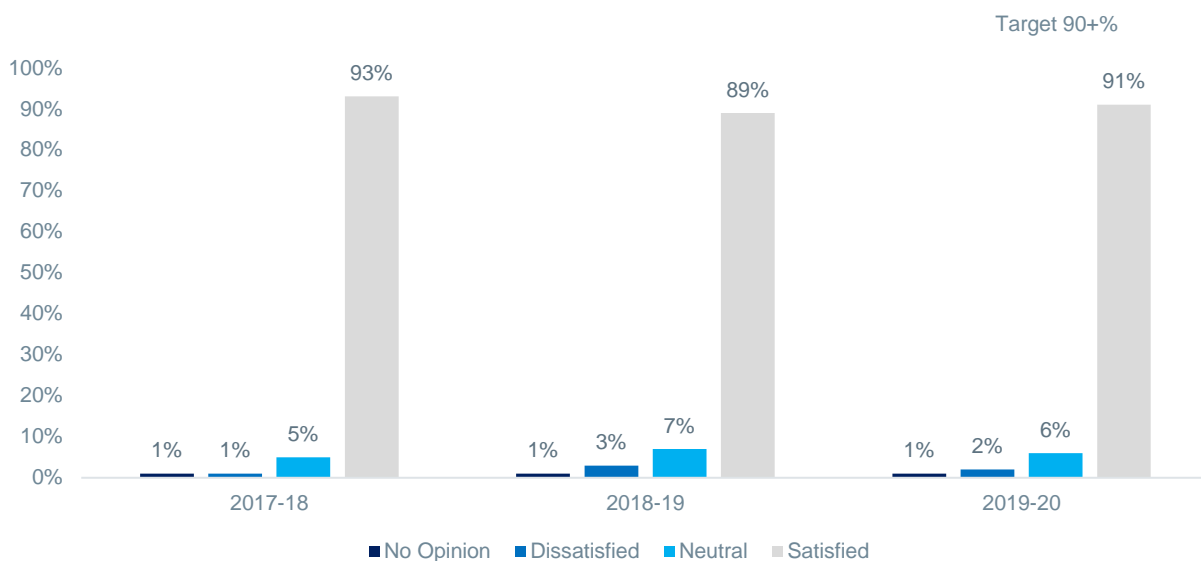
Source: Ivrnet, Call Satisfaction Survey

Historically, results have been high in the upper 80s or low 90s; as such, the target was set at 90 per cent or over.

The majority of clients were satisfied with their contact centre (registry-related) interaction, with 91 per cent of respondents indicating satisfaction with the attributes of service provided.

At 91 per cent, the result was higher than 2018-19 along with small changes in neutral ratings from seven to six per cent and from three to two per cent in dissatisfied ratings.

The Vital Statistics, Motor Vehicles and Corporate Registry call centres answered over 129,000 calls in 2019-20. The ministry sets targets for this performance measure in the absence of baseline data, relying on internal analysis and trends in service delivery.

Results and Analysis – Consumers

The call centre index (consumer-related) was 91 per cent for 2019-20, which was higher than the target of 90 per cent or over**.**

Call Centre Service Index* (Consumer-Related) (per cent)

The service index is the respondent experience across five service attributes: courteousness, knowledge, effort, wait time and ease of access.
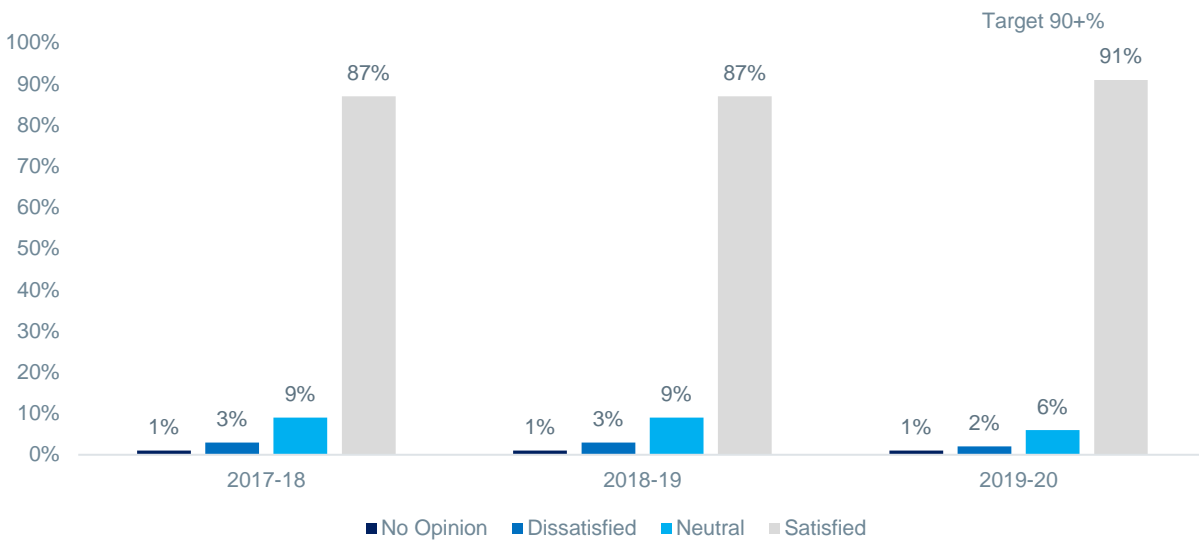
Source: Ivrnet, Call Satisfaction Survey

Historically, results have been high in the upper 80s or low 90s; as such, the target was set at 90 per cent or over.

Despite the increasing complexity of consumer issues and the corresponding demand for information related to those issues, client satisfaction with the services provided by the contact centre (consumer-related) was high, with 91 per cent indicating satisfaction with the attributes of the service.

At 91 per cent, the result was higher than 2018-19 along with small changes in neutral ratings from nine to six per cent and from three to two per cent in dissatisfied ratings.

The *Consumer* and *Residential Tenancies Act* call centres answered over 64,000 calls in 2019-20.

Results and Analysis – Health

The call centre index (health-related) was 84 per cent for 2019-20, which was below the target of 90 per cent or over.

Call Centre Service Index* (Health-Related) (per cent)

*The service index is the respondent experience across the five service attributes: courteousness, knowledge, effort, wait time and ease of access.
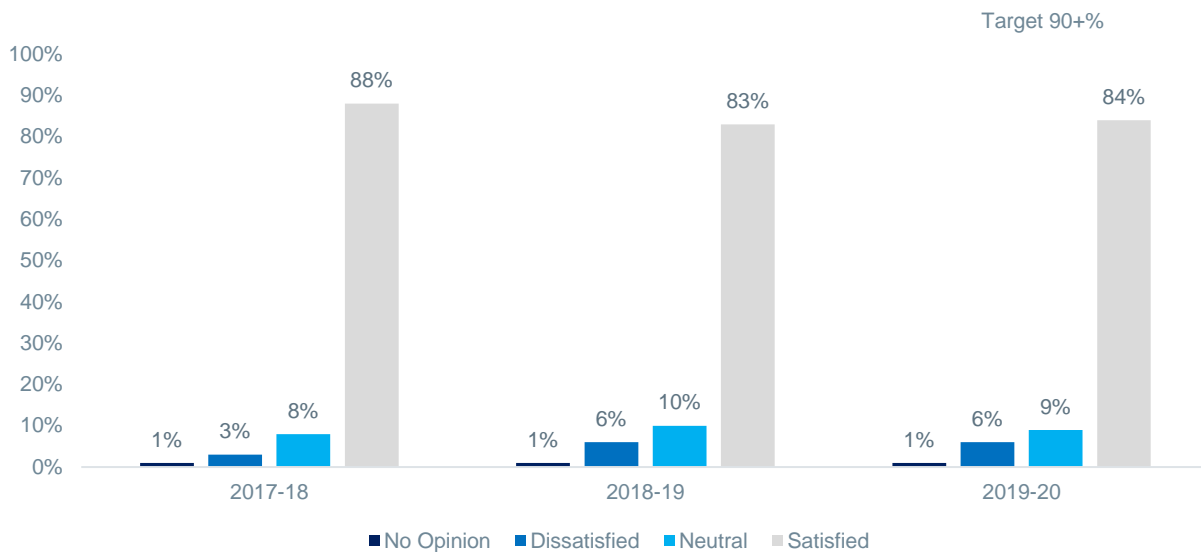
Source: Ivrnet, Call Satisfaction Survey

Historically, results have been high in the upper 80s or low 90s; as such, the target was set at 90 per cent or over.

The service index remained high, with 83 per cent of respondents indicating satisfaction with the attributes of service. The result was similar to prior year's result.

The contact centre (health-related) answered over 224,000 calls in 2019-20.

Results and Analysis – 310-0000

No results are available for 2019-20 as the ministry is working to implement enhancements to the survey methodology for this specific line of business. The next iteration of the survey is expected to be done in 2020-21. The last time this survey was conducted in 2016-17, the call centre service index (310-0000-related) was 92 per cent, which met the target of 90 per cent or over**.**

Call Centre Service Index* (310-0000-Related) (per cent)

*The service index is the respondent experience across five service attributes: courteousness, knowledge, effort, wait time and ease of access.
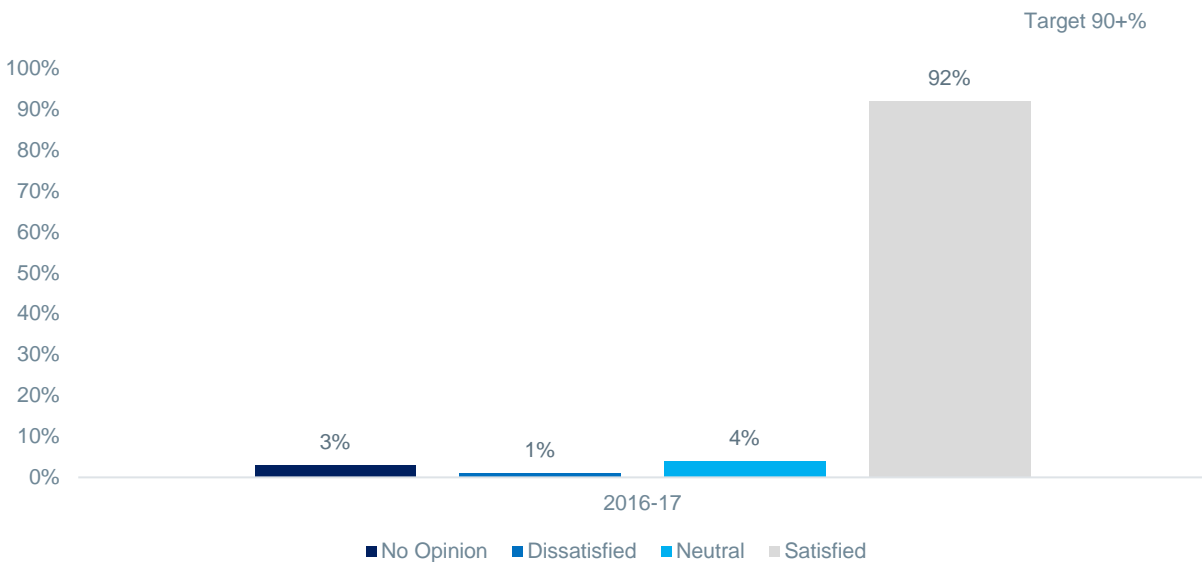
Source: Ivrnet, Call Centre Satisfaction Survey

Historically, results have been high in the upper 80s or low 90s; as such, the target was set at 90 per cent or over.

In 2016-17, the result had high satisfaction and correspondingly low dissatisfaction ratings.

Performance Measure and Indicator Methodology

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

Each time a new or amended *Consumer Protection Act*, regulation or program is implemented, it is considered as one new initiative.

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

The total number of instances is calculated by tallying the number of hits to consumer-related pages on the Service Alberta website, the total number of individuals who saw content on the Consumer Protection Alberta Facebook page, and the number of physical and electronic consumer tip sheets and publications distributed.

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 2018-19.

The public bodies track FOIP requests manually or use FOIPNet, a web-based tracking application. 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 Indicator 2.d: External malicious attacks prevented by information security controls

Malware infection prevented numbers are based on log results from our anti-malware software that reports any time a virus or other malware is detected and quarantined on any of our desktops.

Total number of emails received by the GoA is obtained from email service logs that monitors all incoming mail, while the number of blocked emails is obtained from the malware scanning appliance logs on the mail server that reports anytime an email is blocked due to detected potentially malicious content (whether malware presence, spam, or other suspicious content.

Performance Measure 3.a: Percentage of invoices paid electronically

The percentage is calculated by dividing invoices paid through the Electronic Payment System, ExClaim, procurement cards, and the Integrated Management Information System (IMAGIS) Recurring Vouchers against all the invoices paid by Service Alberta.

Invoices for the Electronic Payment System, ExClaim, procurement cards, and IMAGIS Recurring Vouchers are calculated as follows:

Electronic Payment System

Invoices are counted by the number of active Vendor Account Codes that have charges against them. This is counted on a monthly basis, as each vendor sends an electronic feed monthly that has Vendor Account Codes with charges.

ExClaim

One paid electronic claim is counted as one invoice. Claims can have a zero dollar amount, created from a claim that is completely prepaid.

Procurement Card

Each time a card is swiped, it is considered one transaction or one invoice.

IMAGIS Recurring Vouchers

One payment per month is counted as one electronically paid invoice.

Data is collected internally through the Electronic Payment System, ExClaim and IMAGIS AP application database queries by Service Alberta's Shared Services division.

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

This research was not performed in 2019-20.

The last time this research was performed was in March and April 2018, when an online survey of internal clients was conducted by Service Alberta's Planning and Performance Measurement Branch.

Clients were asked to rate their overall satisfaction with the service they received. Total annual sample for the survey was 1,599 interviews, with results being accurate to within ±2.5 per cent at the 95 per cent confidence level.

Services included in the survey were:

- Accounts Payable;

- Accounts Receivable and Billings;

- Cash Office;

- Electronic Payment System;

- Email Unit;

- ExClaim System;

- Fleet Management;

- Library Services;

- Pay and Benefits;

- Procurement Card;

- Records Management Services; and

- Web Server Team

The survey employs a seven-point satisfaction scale, where one is very dissatisfied, four is neutral and seven is very satisfied. Respondents were asked to rate their overall satisfaction with the services they received. A satisfied respondent is defined as providing a five, six or seven on the seven-point scale, while dissatisfied is one, two, or three.

In 2016-17, the clients of Accounts Payable, Electronic Payment System (EPS), and ExClaim System were updated to more accurately reflect clients of the service, so results are not comparable to prior years.

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

- Registries

A satisfaction survey of Albertans who contacted the contact center (registry-related) was conducted in December 2019. Clients were asked to complete a survey following completion of their call. Those who agreed to participate were directed to an automated system to complete the survey, which is managed by Ivrnet, a third party consultant.

The survey prompts respondents to answer with either, "Unacceptable", "Poor", "Fair", "Good", "Excellent", or "No Opinion" across five service attributes: courteousness, knowledge, effort, wait time, and ease of access. Those who responded with "Good" or "Excellent" were defined as being satisfied with that particular attribute of the service and counted towards the service index rating.

The rating is derived by taking the percentage of satisfied responses against the total.

Total annual sample and margin of error at the 95 per cent confidence interval for the five service attributes is as follows:

  – Courtesy: 224 interviews, with results being accurate to within ±6.5 per cent.

  – Knowledge: 215 interviews, with results being accurate to within ±6.7 per cent.

  – Effort: 208 interviews, with results being accurate to within ±6.8 per cent.

  – Wait time: 205 interviews, with results being accurate to within ±6.8 per cent.

  – Ease of access: 197 interviews, with results being accurate to within ±7.0 per cent.

- Consumers

A satisfaction survey of Albertans who contacted the contact center (consumer-related) was conducted in December 2019. Clients were asked to complete a survey following completion of their call. Those who agreed to participate were directed to an automated system to complete the survey, which is managed by Ivrnet, a third party consultant.

The survey prompts respondents to answer with either, "Unacceptable", "Poor", "Fair", "Good", "Excellent", or "No Opinion" across five service attributes: courteousness, knowledge, effort, wait time, and ease of access. Those who responded with "Good" or "Excellent" were defined as being satisfied with that particular attribute of the service and counted towards the service index rating.

The rating is derived by taking the percentage of satisfied responses against the total.

Total annual sample and margin of error at the 95 per cent confidence interval for the five service attributes is as follows:

  – Courtesy: 226 interviews, with results being accurate to within ±6.5 per cent.

  – Knowledge: 219 interviews, with results being accurate to within ±6.6 per cent.

  – Effort: 211 interviews, with results being accurate to within ±6.7 per cent.

- Wait time: 205 interviews, with results being accurate to within ±6.8 per cent.

- Ease of access: 200 interviews, with results being accurate to within ±6.9 per cent.

- Health

A satisfaction survey of Albertans who contacted the contact center (health-related) was conducted in December 2019. Clients were asked to complete a survey following completion of their call. Those who agreed to participate were directed to an automated system to complete the survey, which is managed by Ivrnet, a third party consultant.

The survey prompts respondents to answer with either, "Unacceptable", "Poor", "Fair", "Good", "Excellent", or "No Opinion" across five service attributes: courteousness, knowledge, effort, wait time, and ease of access. Those who responded with "Good" or "Excellent" were defined as being satisfied with that particular attribute of the service and counted towards the service index rating.

The rating is derived by taking the percentage of satisfied responses against the total.

Total annual sample and margin of error at the 95 per cent confidence interval for the five service attributes is as follows:

- Courtesy: 232 interviews, with results being accurate to within ±6.4 per cent.

- Knowledge: 228 interviews, with results being accurate to within ±6.5 per cent.

- Effort: 223 interviews, with results being accurate to within ±6.6 per cent.

- Wait time: 219 interviews, with results being accurate to within ±6.6 per cent.

- Ease of access: 209 interviews, with results being accurate to within ±6.8 per cent.

- 310-0000

This research was not performed in 2019-20.

The last time the satisfaction survey of Albertans who contacted the contact center (310-000-related) was conducted in October 2016, March 2017 and May 2017. Clients were asked to complete a survey following completion of their call. Those who agreed to participate were directed to an automated system to complete the survey, which is managed by Ivrnet, a third party consultant.

The survey prompts respondents to answer with either, "Unacceptable", "Poor", "Fair", "Good", "Excellent", or "No Opinion" across five service attributes: courteousness, knowledge, effort, wait time, and ease of access. Those who responded with "Good" or "Excellent" were defined as being satisfied with that particular attribute of the service and counted towards the service index rating.

The rating is derived by taking the percentage of satisfied responses against the total.

Total annual sample and margin of error at the 95 per cent confidence interval for the five service attributes in 2016-17 was as follows:

- Courtesy: 432 interviews, with results being accurate to within ±4.7 per cent.

- Knowledge: 418 interviews, with results being accurate to within ±4.8 per cent.

- Effort: 412 interviews, with results being accurate to within ±4.8 per cent.
- Wait time: 409 interviews, with results being accurate to within ±4.8 per cent.
- Ease of access: 401 interviews, with results being accurate to within ±4.9 per cent.

Financial Information

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Ministry Financial Highlights

Statement of Revenues and Expenses (unaudited)

End of the year March 31, 2020

	2020 Budget	2020 Actual	2019 Actual	Change from Budget	Change from 2019 Actual
			(Restated)		
		In thousands			
Revenues					
Fees and licences	$ 645,323	$ 634,816	$ 638,785	$ (10,507)	$ (3,969)
Other revenue	96,187	92,832	81,935	(3,355)	10,897
Ministry total	741,510	727,648	720,720	(13,862)	6,928
Inter-ministry consolidation adjustments	(69,500)	(62,449)	(52,705)	7,051	(9,744)
Adjusted ministry total	672,010	665,199	668,015	(6,811)	(2,816)
Expenses - directly incurred					
Program					
Ministry Support Services	9,474	9,899	9,631	425	268
Land Titles	11,005	12,009	18,037	1,004	(6,028)
Motor Vehicles	13,165	11,910	13,156	(1,255)	(1,246)
Other Registry Services	10,665	11,510	10,842	845	668
Freedom of Information and Protection of Privacy	12,465	13,740	12,849	1,275	891
Consumer Awareness and Advocacy	21,510	22,283	21,930	773	353
Utilities Consumer Advocate	8,131	6,068	6,475	(2,063)	(407)
Enterprise and Shared Services	597,816	579,584	607,014	(18,232)	(27,430)
Alberta First Responders Radio Communications System	60,557	43,335	44,864	(17,222)	(1,529)
Ministry total	744,788	710,338	744,798	(34,450)	(34,460)
Inter-ministry consolidation adjustments	(69,500)	(77,196)	(56,903)	(7,696)	(20,293)
Adjusted ministry total	675,288	633,142	687,895	(42,146)	(54,753)
Annual surplus (deficit)	$ (3,278)	$ 17,310	$ (24,078)	$ 20,588	$ 41,388

Revenue and Expense Highlights

Revenues

- Revenues were $13.9 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 $727.6 million in 2019-20, an increase of $6.9 million from 2018-19.

- Revenues from fees and licences totaled $634.8 million and included fees collected for motor vehicles, land titles, corporate registry, vital statistics and personal property registration services. This amount represents a decrease of $4.0 million from 2018-19, due to a decrease in the volume of commercial vehicle transactions offset by an increase in the volume of motor vehicle driver abstracts and passenger 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 $92.8 million in 2019-20, which represents an increase of $10.9 million from prior year. This is mainly due to a $12.8 million increase in shared services billings.
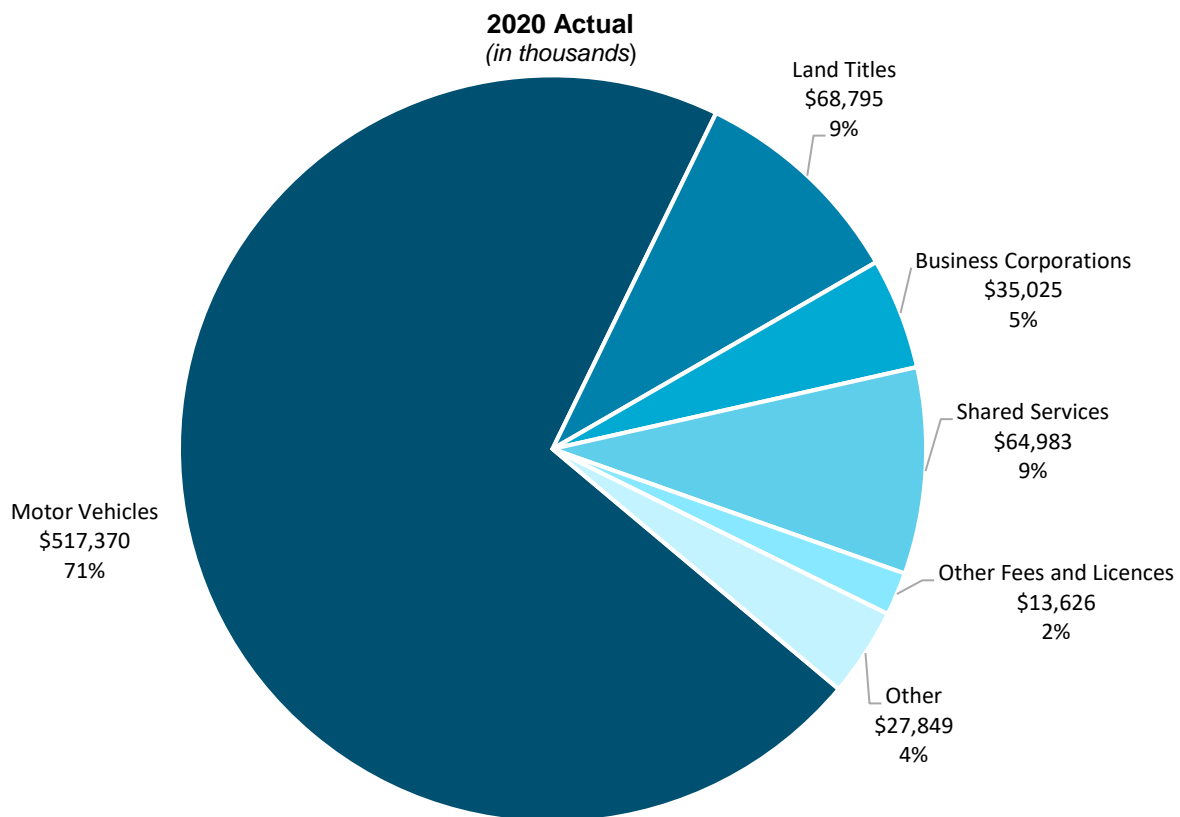
Expenses

- Expenses were $34.4 million lower than the budgeted amount. Most of the variance is due to a $18.0 million decrease in anticipated expenses for technology services provided to other ministries; as well as a $17.0 million difference in the amortization of the Alberta First Responder Radio Communications System.

- Expenses totaled $710.3 million, reflecting a decrease of $34.5 million from 2018-19 actuals.

  - $27.4 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,

  - the $6.0 million decrease in Land Titles is due to an assurance claim recognized in 2019, and

  - the remaining decrease is due to a $1.5 million decrease in spending for AFRRCS.

Breakdown of Revenues (unaudited)

| | 2020 | | 2019 |
	Budget	Actual	Actual
			(Restated)
		In thousands	
Fees and licences			
Motor Vehicles	$ 526,424	$ 517,370	$ 519,653
Land Titles	69,155	68,795	69,777
Business Corporations	35,820	35,025	35,572
Other	13,924	13,626	13,783
	645,323	634,816	638,785
Other revenue			
Shared Services	69,500	64,983	52,171
Utilities Consumer Advocate	8,131	5,964	6,474
Other	18,556	21,885	23,290
	96,187	92,832	81,935
Total ministry revenues	$ 741,510	$ 727,648	$ 720,720

Breakdown of Revenues (unaudited)

2020 Actual
(in thousands)

Land Titles
$68,795
9%

Business Corporations
$35,025
5%

Shared Services
$64,983
9%

Other Fees and Licences
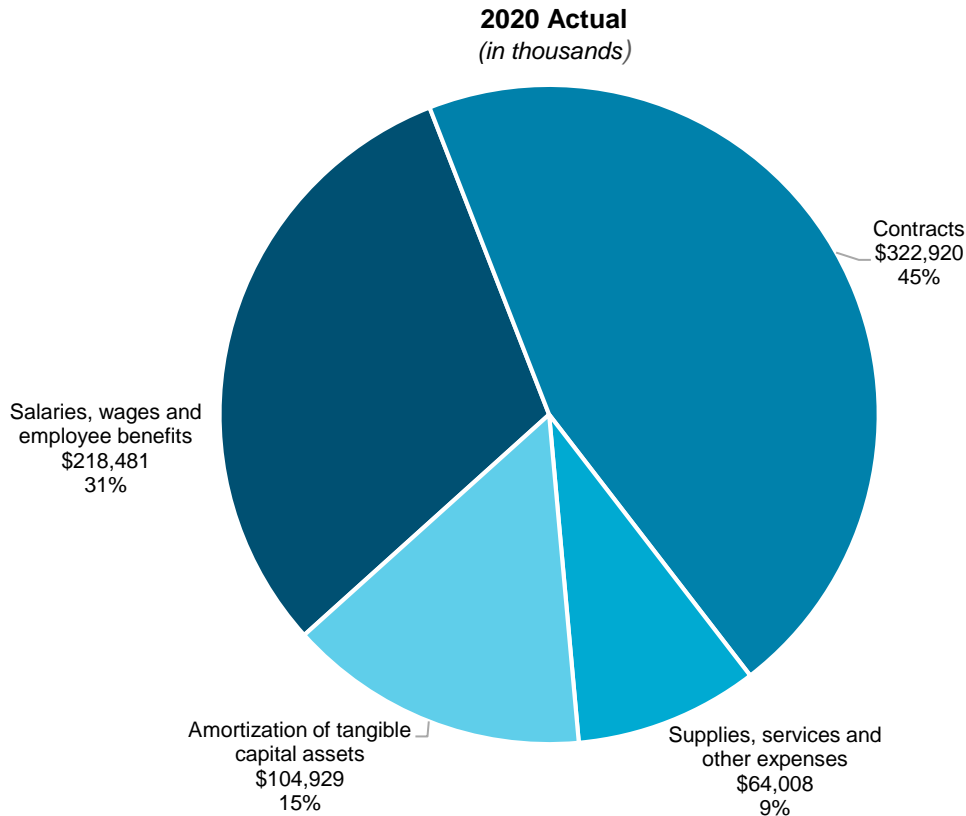$13,626
2%

Other
$27,849
4%

Motor Vehicles
$517,370
71%

In 2019-20, Service Alberta collected $727.6 million in revenue:

• Ninety one per cent ($662.7 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 221 agents, located throughout the province, to deliver registry services, involving 9 million transactions. Transactions delivered by the registry agent network account for 52 per cent of the total registry transactions for 2019-20.

• 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 ($65.0 million) was from sources internal to government, primarily for recovering the cost of providing shared services.

Expenses – Directly Incurred Detailed by Object (unaudited)

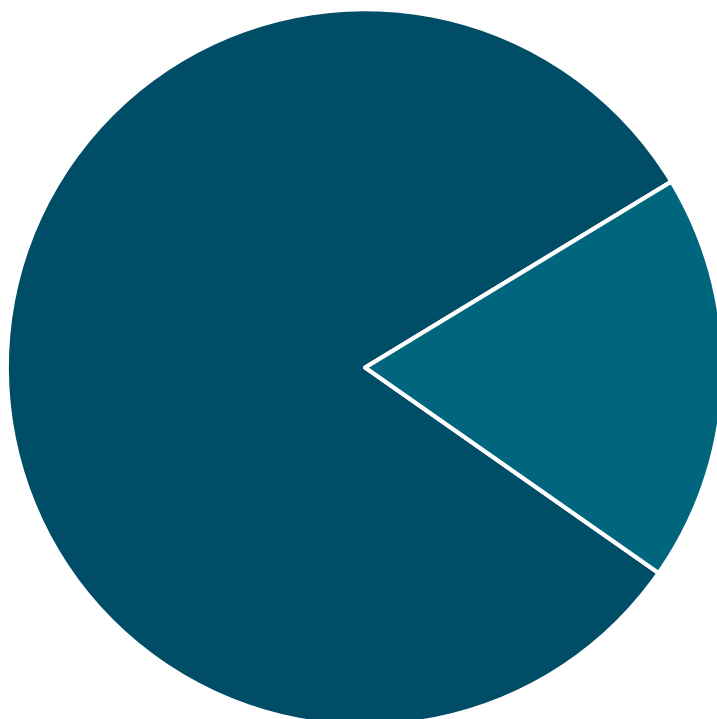|	2020		2019
	Budget	**Actual**	**Actual**
			(Restated)
		In thousands	
Salaries, wages and employee benefits	$ 228,916	$ 218,481	$ 225,586
Supplies and services	382,251	356,137	375,073
Amortization of tangible capital assets	122,343	104,929	114,764
Cost of inventory sold	10,150	13,345	13,599
Transfer of tangible capital assets	-	14,703	5,899
Other	1,128	2,743	9,877
	$ 744,788	$ 710,338	$ 744,798

Expenses – Directly Incurred Detailed by Object (unaudited)

2020 Actual
(in thousands)

Contracts
$322,920
45%

Salaries, wages and
employee benefits
$218,481
31%

Amortization of tangible
capital assets
$104,929
15%

Supplies, services and
other expenses
$64,008
9%

- Contracts was the Ministry's largest operating expense, representing 45% of the total expense.

- Salaries, wages and employee benefits expenses totaled $218,481 (31%), and were primarily incurred for the provision of shared services to government ministries.

- Amortization totaled $104,929 and accounted for 15 per cent 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 programs and the programs of other ministries, through its shared services programs.

- Supplies and services of $64,008 (9%) represented the remainder of the Ministry's expenses.

Expenses by Program (unaudited)

Actual 2020
(in thousands)

Ministry Support Services	$ 9,899	1%
Land Titles	12,009	2%
Motor Vehicles	11,910	2%
Other Registry Services	11,510	2%
Freedom of Information and Protection of Privacy	13,740	2%
Consumer Awareness and Advocacy	22,283	3%
Utilities Consumer Advocate	6,068	1%
Alberta First Responders Radio Communications System	43,335	6%
Total	$ 130,754	19%

Other
$130,754
19%

Enterprise and Shared
Services
$579,584
81%

Enterprise and Shared Services total was $579.6 million, which represent 81 per cent of the Ministry's Operating Expense. This suite of programs supports the provisioning of foundational shared services to government ministries and includes:

- $318.7 million for information management and technology, of which $28.3 million is funded by revenues received from ministries, for services such as hosting ministry applications, video conferencing, data storage, software licensing, and network services;

- $102.4 million for financial and employee services relating to the administration of pay and benefits for over 28,000 Alberta Public Sector employees, processing accounts payables, accounts receivables, crown debt collections management, billings and employee services;

- $48.0 million for procurement and administration services, of which $35.0 million is funded by revenues received from ministries, for services such as mail services, print services, fleet management, forms and imaging services;

- $30.6 million for network services, predominantly for Alberta SuperNet; and

- $79.9 million for amortization expense associated with the government's vehicle fleet and information technology infrastructure and applications.

Supplemental Financial Information

Tangible Capital Assets (unaudited)

	Equipment[1]	Computer Hardware and Software	SuperNet[3]	Total	Total
	2020				**2019** (Restated)
	In thousands				
Estimated useful life	3 - 20 years	3 - 15 years	5 - 20 years		
Historical cost[4]					
Beginning of year	$ 550,692	$ 1,051,583	$ 197,544	$ 1,799,819	$ 1,710,573
Additions	17,094	72,761	-	89,855	105,830
Transfers and adjustments[2]	170	(13,614)	-	(13,444)	(3,900)
Disposals, including write-downs and adjustments	(12,749)	(5,876)	-	(18,625)	(12,684)
	555,207	1,104,854	197,544	1,857,605	1,799,819
Accumulated amortization					
Beginning of year	173,796	774,188	151,839	1,099,823	995,138
Amortization expense	38,733	52,156	14,040	104,929	114,764
Transfers and adjustments[2]	1,180	(95)	-	1,085	92
Effect of disposals, including write-downs and adjustments	(9,619)	(6,763)	-	(16,382)	(10,171)
	204,090	819,486	165,879	1,189,455	1,099,823
Net book value at March 31, 2020	$ 351,117	$ 285,369	$ 31,665	$ 668,150	
Net book value at March 31, 2019	$ 376,896	$ 277,395	$ 45,705		$ 699,996

(1) Equipment includes vehicles and other equipment.

(2) The transfer for equipment at March 31, 2020 with a net book value of ($915) is comprised of Alberta First Responders Radio Communications System Distributed Antenna Systems to the Department of Justice and Solicitor General for ($1,062), vehicles from the Department of Labour and Immigration for $111 and from the Department of Municipal Affairs for $63, leasehold improvements to the Department of Infrastructure for ($27).

The transfer for computer hardware and software at March 31, 2020 with a net book value of ($13,614) is comprised of One IMT Enterprise applications and systems transferred to the Department of Education for ($2,234) and to the Department of Labour and Immigration for ($2,564), Justice Technology Renewal to the Department of Justice and Solicitor General for ($8,816) and a reclassification of assets for $95.
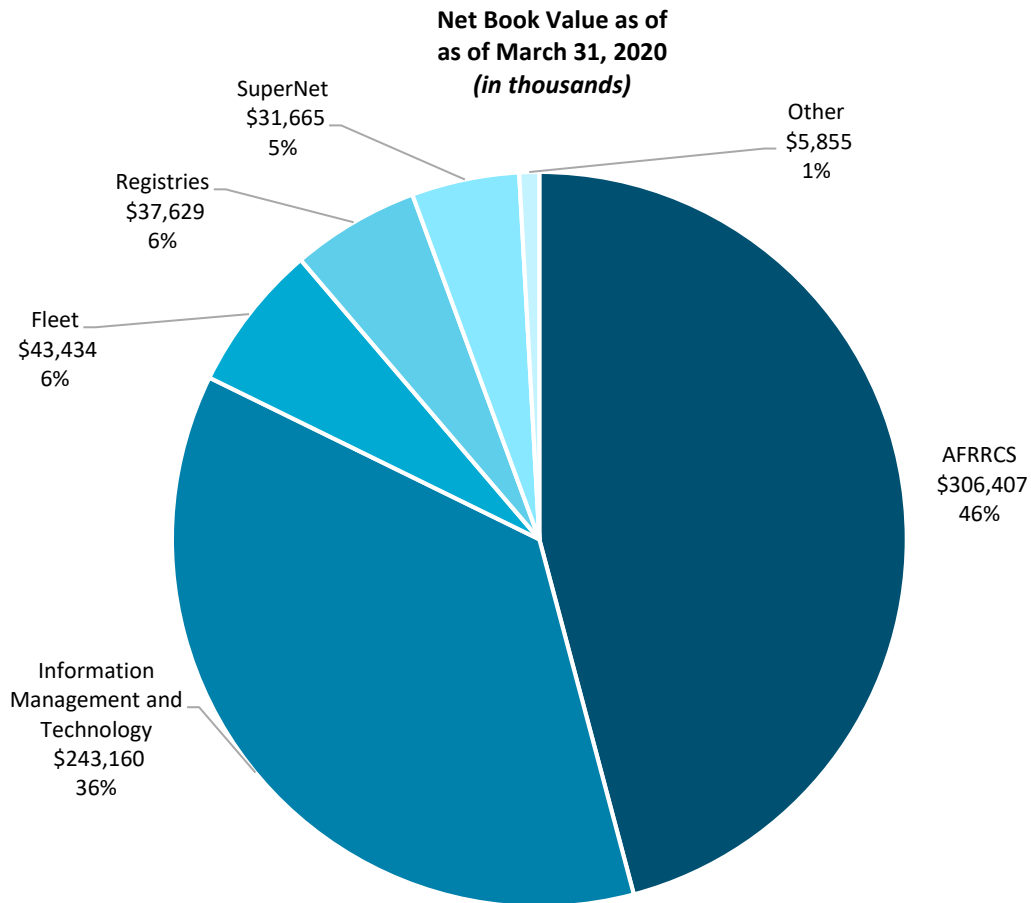
(3) SuperNet includes the following components:

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.

(4) Historical cost includes work-in-progress at March 31, 2020 totaling $149,224 (2019: $150,666) comprised of: equipment $8,742 (2019: $13,664) and computer hardware and software $140,482 (2019: $137,002).

Tangible Capital Assets (unaudited)

**Net Book Value as of
as of March 31, 2020**
(in thousands)

SuperNet
$31,665
5%

Registries
$37,629
6%

Fleet
$43,434
6%

Other
$5,855
1%

AFRRCS
$306,407
46%

Information
Management and
Technology
$243,160
36%

Service Alberta's $668.2 million tangible capital assets are comprised of:

- the Alberta First Responders Radio Communications System (AFRRCS), valued at $306.4 million, which is a two-way radio network for first responders in municipal, provincial and First Nations agencies across the province;

- Information Management and Technology (IMT) assets of $243.2 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, which includes over 4,000 vehicles in the Government of Alberta;

- Registry application systems valued at $37.6 million, which enables the delivery of registry related services and information essential to the lives of Albertans;

- SuperNet valued at $31.7 million, which consist 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 $5.9 million, which 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

For the year ended March 31, 2020

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

During 2019-20, thirty-two accounts receivable totaling $4,061 were written off. All write-offs were for Motor Vehicle accounts.

Statement of Credit or Recovery (unaudited)

Department of Service Alberta

For the year ended March 31, 2020

In thousands

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

	Authorized		Actual Revenue Recognized		(Shortfall)[7]/ Excess	
Expense amounts funded by credit or recovery						
Shared Services[1]	$	48,625	$	40,852	$	(7,773)
Utilities Consumer Advocate[2]		8,101		5,964		(2,137)
Residential Tenancy Dispute Resolution[3]		777		792		15
Specialty Licence Plates[4]		1,100		727		(373)
Registry Data Information[5]		50		-		(50)
	$	58,653	$	48,335	$	(10,318)
Financial transactions funded by credit or recovery						
Shared Services[6]	$	10,810	$	12,332	$	1,522
	$	10,810	$	12,332	$	1,522

[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. The Ministry received Treasury Board approval to transfer the recoveries for Shared Services to Financial Transactions Vote for the purpose of postage by $2,310.

[7] Shortfall is deducted from current year's authorized spending.

Lapse/Encumbrance (unaudited)

Department of Service Alberta

For the year ended March 31, 2020

In thousands

Expense Vote By Program	Voted Estimate[1]		Adjustments[2]		Adjusted Voted Estimate		Voted Actuals[3]		Unexpended (Over Expended)
Program 1 Ministry Support Services									
Minister's Office	$	978	$	-	$	978	$	901	$ 77
Deputy Minister's Office		795		-		795		797	(2)
Corporate Services		7,649		-		7,649		7,823	(174)
		9,422		-		9,422		9,521	(99)
Program 2 Land Titles		10,835		(130)		10,705		10,308	397
Program 3 Motor Vehicles		12,655		(530)		12,125		10,979	1,146
Credit or recovery (shortfall) (Cr or Rec)				(373)		(373)			(373)
		12,655		(903)		11,752		10,979	773
Program 4 Other Registry Services		9,775		(780)		8,995		10,463	(1,468)
Credit or recovery (shortfall) (Cr or Rec)				(50)		(50)			(50)
		9,775		(830)		8,945		10,463	(1,518)
Program 5 Freedom of Information and Protection of Privacy		12,465		-		12,465		12,629	(164)
Program 6 Consumer Awareness and Advocacy		20,075		-		20,075		23,157	(3,082)
Program 7 Utilities Consumer Advocate		8,101				8,101		6,096	2,005
Credit or recovery (shortfall) (Cr or Rec)				(2,137)		(2,137)			(2,137)
		8,101		(2,137)		5,964		6,096	(132)
Program 8 Enterprise and Shared Services									
Procurement and Administration Services		33,770		(2,310)		31,460		37,104	(5,644)
Financial and Employee Services		18,600		-		18,600		18,875	(275)
Business Services Systems		79,610		-		79,610		83,393	(3,783)
Information Management and Technology		342,390		(3,448)		338,942		303,115	35,827
Network Services		31,500		-		31,500		30,546	954
Credit or recovery (shortfall) (Cr or Rec)				(7,773)		(7,773)			(7,773)
		505,870		(13,531)		492,339		473,033	19,306
Program 9 Alberta First Responders Radio Communications System		17,035		1,295		18,330		17,580	750

Continued…

Lapse/Encumbrance (unaudited)…Continued

	Voted Estimate[1]	Adjustments[2]	Adjusted Voted Estimate	Voted Actuals[3]	Unexpended (Over Expended)
Capital Grants					
Program 8 Enterprise and Shared Services					
Information Management and Technology	$ 5,000	$ -	$ 5,000	$ 2,088	$ 2,912
Total	$ 611,233	$ (16,236)	$ 594,997	$ 575,853	$ 19,141
Lapse					$ 19,141
Capital Investment Vote By Program					
Program 4 Other Registry Services	$ -	$ -	$ -	$ 14	$ (14)
Program 6 Consumer Awareness and Advocacy	-	-	-	529	(529)
Program 8 Enterprise and Shared Services	95,392	3,448	98,840	85,265	13,575
Program 9 Alberta First Responders Radio Communications System	9,328	(1,295)	8,033	4,047	3,986
Total	$ 104,720	$ 2,153	$ 106,873	$ 89,855	$ 17,018
Lapse					$ 17,018
Financial Transactions Vote By Program					
Program 8 Enterprise and Shared Services					
Procurement and Administration Services	$ 10,150	$ 3,750	13,900	$ 13,898	$ 2
Total	$ 10,150	$ 3,750	$ 13,900	$ 13,898	$ 2
Lapse					$ 2

[1] As per "Expense Vote by Program," "Capital Investment Vote by Program" and "Financial Transaction Vote by Program" pages 185 and 186 of 2019-20 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

For the year ended March 31, 2020

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 $65 (2019: $91) relating to payments based on agreements. Amounts paid based on these agreements total $191 (2019: $167).