



Recommendations from the B.C. Services Card User Panel

“We heard from experts both inside and outside the government. We discovered that even the experts had differences of opinion and we found it helpful to hear from critical voices as well as Services Card and technology enthusiasts...

After listening to the presentations and asking lots of questions, most of us felt confident in our understanding of the program and felt that we too had ‘citizen expertise’ to share.”

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Chair's Message

Dear Minister Wilkinson,

I am pleased to convey to you the report of the B.C. Services Card User Panel. As you are aware, a representative cohort of 35 randomly selected B.C. residents met this autumn to learn about the B.C. Services Card and the identity management system that will make possible secure online access to government services.

This report, written by the members of the User Panel, provides direction to your government concerning their values and priorities with regard to digital identity and services. It also proposes a series of recommendations to increase public confidence in the B.C. Services Card.

The Panel worked diligently on behalf of all B.C. residents. They heard from numerous experts, spoke candidly about their concerns and the concerns of their communities, and carefully weighed different proposals during the course of their deliberations.

I hope you will be pleased with their efforts, and will work to see that their guidance does indeed influence the evolution of the B.C. Services Card and identity management programs.

Sincerely,

Peter MacLeod
Chair, B.C. Services Card User Panel







Introduction

This report provides detailed recommendations from the members of the B.C. Services Card User Panel. The panel was composed of thirty-five randomly selected British Columbians who agreed to spend more than forty hours meeting, learning, discussing and ultimately proposing recommendations regarding future uses for the Services Card.

Their advice comes as the government prepares to enable new services, which are made possible by the secure technologies built into the Services Card. The members of the Panel have thought carefully about the needs and concerns of B.C. residents. To the best of their ability, they have weighed the potential benefits that come with expanded access to online government services against the possibility of accidental disclosure of personal information, and of deliberate or unintended surveillance.

In addressing these and other difficult issues, the Panel found broad agreement concerning the evolution of the B.C. Services Card and the digital identity management system that underpins it. Their recommendations provide clear guidance concerning the expectations and sensitivities of B.C. residents.

BACKGROUND

The B.C. Services Card is a security-enhanced photo ID developed by three provincial government organizations — the Ministry of Technology, Innovation, and Citizens' Services (MTIC), the Ministry of Health, and the Insurance Corporation of British Columbia (ICBC). It replaces the aging CareCard, can be combined into a single card with a driver's license, and, like many new credit cards, is a 'chip card' — meaning it is embedded with an encrypted chip that can connect to secure and inexpensive chip card readers. These card readers can be set up at government service counters and also connected to a personal computer at home.

This chip and the digital identity management system open the possibility of reliable and secure online access to more government services. The fear of unauthorized access to the personal information of residents has prevented many government departments from offering more online services. But because chip cards are nearly impossible to counterfeit, can be tapped against a card reader that is attached to a computer, and can be combined with a simple passcode that only the authorized user knows, the Services Card offers B.C. residents a new, more secure method to verify identity and gain access to government services.

Over the first nine months of the program, nearly seven hundred thou-





sand B.C. residents were issued Services Cards. The cards are currently used as in-person ID, like the CareCards and Driver's Licenses they replace. The chip function has yet to be 'turned on', but the necessary IT infrastructure is nearly finalized and government ministries have begun to develop plans concerning how best to use this new capability.

Digitally authenticated access to government services raises important questions concerning privacy, the security of personal information, and the nature of people's interactions with government. For this reason, and on the advice of the B.C. Information and Privacy Commissioner, the B.C. government undertook a broad public consultation on the future uses of the Services Card. It is anticipated that the resulting Digital Service Consultation will inform government policies concerning future uses of the card.

The B.C. Services Card User Panel is the lead initiative of the Digital Services Consultation. It was complemented by a Specialist Forum — hosted by IdentityNorth— which gathered the perspectives of industry leaders, stakeholders and academics, and by an online survey that sought input from the wider public.

The User Panel provided a representative cohort of B.C. residents the opportunity to push past top-of-mind opinion and put forward their own detailed recommendations concerning future uses of the Services Card. During the panel, members heard from twelve experts from industry, government, and civil society. Their task was to review the Services Card program and, over the course of two weekends, propose measures to increase public confidence in the Services Card and the services it enables, and to prioritize services that could be accessed using the card.

The full recommendations of the B.C. Services Card User Panel are explained—in the words of its members— in the report that follows. As the biographies of Panelists make clear, the members of the User Panel are our friends and neighbours — the people who make up this province. They have taken important time away from their families, communities, and day-to-day lives to work as volunteers without compensation on an issue that will shape government services in British Columbia for years to come. The Digital Services Consultation is meant to be the beginning, not the end, of this important public conversation, and the Panel has made an essential contribution on behalf of all B.C. residents. Their report deserves careful study.



Summary of Findings: What Policy Makers Should Know

The B.C. Services Card User Panel was convened to provide government with a detailed account of the values and priorities of B.C. residents as they relate to the implementation of the B.C. Services Card and the identity management system that underpins it. The panel met during two weekends in November 2013 and completed more than forty hours of learning and deliberation. The panel —led by an independent chair— was an opportunity for a representative group of British Columbians to learn, discuss, and ultimately provide detailed guidance to government. The recommendations contained are the product of careful deliberation and represent a consensus view of the panel members.

The User Panel has confidence in the underlying architecture on which the identity management system is based. They believe that the system can benefit residents, and are especially supportive of using the card to simplify everyday transactions of basic information with government.

This confidence, however, is conditional. The panel's report lists ten additional measures that members believe should be implemented before the digital authentication system is activated.

Concerning future potential uses for the card, they are unconvinced that 'more' equals 'better' and do not believe that attaching all possible services to the card will create greater value for B.C. residents. In fact, they caution the government against connecting too many services to an as-yet unproven system. Instead, they recommend a 'go-slowly' approach that sees new services added to the system only once the technology is thoroughly tested, the business case is clear, effective oversight is in place and fully funded, and public confidence in the system is well-established.

Though the convenience to users and cost-savings to government associated with digital services are highly attractive to many members of the User Panel, they remain concerned that the potential for privacy breaches and unlawful or unethical surveillance by government can never be fully mitigated.

These concerns, as well as others found in their report, should be top-of-mind for the public servants charged with the implementation of the system.

The User Panel also recommends that government:

Implement strong, ongoing, and independent oversight

The User Panel is confident in the design of the system architecture on which the identity-management system is based. However, they are somewhat more skeptical that implementation would unfold as planned and

that integrity of the system would be maintained over time unless further measures were enacted to ensure that the system keeps pace with technology and does not evolve in ways that could come to compromise the privacy of B.C. residents. Consequently, the panel believes that the B.C. Services Card and the identity management system require strong, ongoing, and independent oversight to safeguard the privacy of B.C. residents and to ensure that the best available data storage and management practices are consistently applied across government. Many of their recommendations call for specific resources to be provided to the Office of the Information and Privacy Commissioner or other independent auditors that could provide such oversight.

Maintain traditional channels for services

The User Panel believes that B.C. residents should continue to enjoy the ability to access government services through different channels. While they see that many more services will gradually move online, saving time and money for users and the government alike, they strongly insist that government continue to provide access to services by phone, in-person at Service B.C. offices, and by post.

While the User Panel believes that a strong majority of B.C. residents will see the utility of accessing more services online, they have concluded, on principle, that participation in the identity management system should be optional, not mandatory. Alternative authentication processes that are not linked to the digital identity management system should continue to be available for anyone who wishes to use them.

Enable personal monitoring and control of data

The User Panel endorses the importance of providing explicit consent whenever information is transferred to government agencies through the B.C. Services Card system. The panel also recommends that B.C. residents have the means by which to view a record of how their personal data is being accessed and used by government. The panel believes that residents should also have unimpeded, secure access to their personal data wherever it is stored within the government ministries and public agencies that use the identity management system.

Strengthen public awareness and consultation

The User Panel is concerned that too many B.C. residents are not yet sufficiently aware of the B.C. Services Card. They believe it is important that residents understand how the card makes it possible to access online services securely, and how they can use the card to better protect their privacy. The central feature of the identity management system — that personal data can be accessed, but cannot migrate from one part of government to another without the user's consent — invites skepticism and mistrust if not properly understood. They call on the government to embark on a high-profile public education campaign to promote and



explain the use of the card.

The Panel also takes seriously the commitment of the B.C. government that the Digital Services Consultation is only the start of a public discussion about digital identity and future uses for the B.C. Services Card. They ask that future extensions to the identity management system be preceded by extensive consultation with relevant stakeholders and the general public.

Expand digital access to services gradually

The User Panel advises the government to adopt a ‘go-slowly’ approach to the expansion of digital services. They want to see the technology well-established and accepted by B.C. residents before embarking on more elaborate or potentially controversial uses for the card. Inevitably, as the system evolves, accidents will occur and personal data will be compromised. The panel asks that government proactively disclose these events, and explain the actions they have taken to remedy and learn from these occurrences.

Focus on increasing the convenience of transacting information with government

The User Panel overwhelmingly endorses the use of the card to simplify everyday transactions with government that entail the provision or verification of routine information — for instance, contact details. Instances where the card could be used to expedite the filling-out of forms and applications, the submission of information, requests for documents and certain licenses, the making of appointments, the tracking of submissions and approvals, and the granting of access to basic health information and test results were each endorsed by the panel.

Preserve anonymous services, and avoid using the Services Card for payments, transportation-related services, and non-governmental uses

The User Panel is concerned that services currently accessed without identity authentication might soon start requiring it — simply because the B.C. Services Card makes it so easy to collect personal information. The panel strongly disapproves of this possibility, and asks that government preserve the anonymity afforded to residents when transacting many basic services. If the authentication of personal information or photo ID is not currently required to access a service, they recommend that the service not be linked to the B.C. Services Card. Transit passes, for example, do not require identity authentication and so the panel felt strongly that transit-related services should not be linked to the Services Card.

The Panel is adamant that the Services Card not be used to enable debit or credit payments. Regardless of the risks or benefits, they drew a sharp line at any proposal that would combine service access and payment features in a single card. According to the panel, money should never be loaded onto a Services Card, nor should it be connected to a bank or







Compass account that allows the user to deduct charges. The Panel notes that in addition to heightened privacy and surveillance concerns, payment features could lead to the Card becoming a target for theft, especially among those people who are most vulnerable to theft and fraud.

The panel also recommends that integration with many transportation services be prohibited. They were adverse to any proposal that could disclose or be used to track the user's location or travel patterns, including B.C. Ferries, transit passes, and toll-road usage.

Lastly, the User Panel urges the government not to permit the use of the identity management system by businesses or other third parties at this time. Focus should be on expanding access to B.C. government services and on learning from the initial deployment of the Services Card. The panel recommends that non-governmental uses only be considered once the system is better proven and the Services Card is more widely used.



Summary Table A: Recommended Confidence Measures

Current Privacy & Security Commitments		Recommended Additional Universal Confidence Measures	
<ul style="list-style-type: none"> • The chip in the Services Card has no personal information stored on it. • People will have the choice to access services online and/or in-person. • There is a separate database for each service agency in addition to the Identity Assurance Service database. • The only data transfer between the IAS database & service agency databases is from the IAS database to the service agency database, not the other way around. • Only the minimum information necessary is allowed to be transferred from the IAS database to a service agency database. • Individuals are notified before any transfer of personal information from the IAS database to service agency databases, & are asked if they want to proceed. If they refuse, no data is transferred. Health emergencies where consent is not possible are a necessary exception. • The Information & Privacy Commissioner can review & investigate the Services Card system whenever s/he believes it to be in the public interest. 	<ul style="list-style-type: none"> • The Ministry of Technology, Innovation, & Citizen Services (MTIC) will consult with the Information & Privacy Commissioner before allowing any new agency to use the Services Card authentication service. • In the central IAS database, there is basic personal information (name, address, phone number, photo, date of birth, etc.). Users can choose to provide an email. • In the central IAS database there is also some basic information about each card (when issued, what services it can be used for, passcode changes, & a time-log of when it was used). • There is no single universal ID# that links up user files in different databases. • Each Agency that wants to use the Services Card must complete a Privacy Impact Assessment (PIA). MTIC must approve this PIA. The PIA is submitted to the Information & Privacy Commissioner. • Each agency that wants to use the Services Card must complete a Security, Threats, & Risk Assessment (STRA). MTIC must approve this STRA. • Independent Security Testing & Evaluation is planned for the Services Card system. 	<ul style="list-style-type: none"> • Only time-logs of authentication are acceptable. The Identity Assurance System should not record or log the service, service location or service data when it is accessed by B.C. residents. • No personally identifiable information should be encoded into the identifiers or numbers that are used to identify individuals in either the IAS or service databases. • Individuals should have the option not to use the B.C. Services Card's digital authentication feature to access services. Government services should be provided at the same cost to the user, regardless of delivery method. • Effective education & training opportunities should be implemented for service providers, services card users, & marginalized communities. • A comprehensive cost-benefit analysis should be required & made public in advance of any new service agency joining the Services Card authentication process. Independent third-party auditors should be hired to provide whatever assurances are requested by the Information & Privacy Commissioner on an ongoing basis. 	<ul style="list-style-type: none"> • Individuals should be notified of any data breaches that involve their data. • Anonymous access to government services, both in-person & online, should be implemented whenever possible. Authentication must be justified to the Information & Privacy Commissioner. • Service databases should be kept separate. Data-mining for research purposes is acceptable only if anonymity is preserved & strict oversight by the Information & Privacy Commissioner is enabled & funded. • PIN reset processes for lost or forgotten PIN codes should be in-line with international best practices concerning secure identity verification. Personal card readers should be easily sourced at little or no cost. • Situations concerning Power of Attorney should be studied & clarified by knowledgeable parties.

Summary Table B: Digital Service Priorities

	Income Support & Social Services	Education & Libraries	Transporation Services	Health Services	Businesses & Taxes	Citizenship	Payments	Miscellaneous
Provisionally Acceptable Uses	<ul style="list-style-type: none"> • Birth, Death & Marriage Certificates 	<ul style="list-style-type: none"> • Student Loan Applications 	<ul style="list-style-type: none"> • Replacement of a Vehicle Operating License; • National Safety Code Safety Certificate Application; • Disability Parking Permit Application; • Vehicle Registration; • Disability Bus Pass Application 	<ul style="list-style-type: none"> • Book & Manage Medical Appointments; • Online Health Records & Lab Results; • Online Medical Services; • Prescription History & Renewals 	<ul style="list-style-type: none"> • FrontCounter B.C. 	<ul style="list-style-type: none"> • Online Voter Registration; • In-person Authentication for Voting; • Freedom of Information Requests; • Jury Duty Selection 		<ul style="list-style-type: none"> • Change of Address; • Criminal Records Check
Additional Caution Recommended	<ul style="list-style-type: none"> • Worksafe B.C.; • Social Housing; • Disability Services 	<ul style="list-style-type: none"> • Communication with Primary & Secondary Schools; • Post-secondary Student Card; • Library Card; • Submission of Doctor's Notes 	<ul style="list-style-type: none"> • Registration With a Tolling Authority 	<ul style="list-style-type: none"> • Mental Health, Addictions & Domestic Abuse Services 	<ul style="list-style-type: none"> • Grant Applications; • Worksafe B.C. 	<ul style="list-style-type: none"> • Online Public Consultations 		<ul style="list-style-type: none"> • B.C. Services Card as Sufficient ID
Recommended Restricted Uses	<ul style="list-style-type: none"> • Child & Protective Services; • Job Services 		<p><i>Already available anonymous services:</i></p> <ul style="list-style-type: none"> • Paying for Transit Fares & Using it as a Transit Pass; • Paying for Parking; • Paying for Tolls; • Ferry Reservations & Fares; • Online Driver's Knowledge Testing; • Post-Collision information Exchange 		<ul style="list-style-type: none"> • Property Tax Assessment, History, Home Owner Grants, Title Payment, & Searches for Title Ownership Information; • Business Services, Business Licencing, PST Number Registration, & Most Permit Applications; • B.C. Bids & Procurement Requests; • Hunting Tests 	<ul style="list-style-type: none"> • Online Voting 	<ul style="list-style-type: none"> • Credit & Debit Cards; • Loading Money 	<ul style="list-style-type: none"> • Tourism, Queen's Printer & Building Inspections; • Court Orders; • Most Non-governmental or Federal Uses



Meet the Members of the B.C. Services Card User Panel

The thirty-five randomly selected members of the B.C. Services Card User Panel broadly match the demographic profile of British Columbia. They were volunteers and received no compensation. You can read about each of them, in their own words.

Adam Abrams, Vancouver: I'm a graphic and website designer from Vancouver. I'm also an actor who's done some TV ads and bit parts. I learned about the importance of civic engagement at a young age when my Mom ran for the local school board in the 1970s, and the value of getting involved in your community on issues that you care about is a principle that's remained with me ever since. I was living outside the country when I reached voting age, and one of my most satisfying moments after returning to Canada was when I finally was able to cast a ballot. I haven't missed the opportunity since. My work involves constant use of the internet as well as awareness of current and emerging communication technologies. Plus, I'm just generally intrigued by the issues around the exponentially growing use and acceptance of computers in our daily lives: security, privacy, and unintended consequences.

Peter Austen, Garibaldi Highlands: I am an educator at many levels in public institutions in five countries and have my PhD, MBA, MEd and BA, and have authored six books. I was the leader of B.C.'s first Mt. Everest expedition, which was done for charity. I am a mountaineer and have explored in 82 countries so far. I am a photographer, filmmaker, adventure company operator, and a Business and Motivational Speaker. I can speak five languages. I am a prostate and colon cancer survivor. Currently, I am the President of the Tinnitus Association of Canada. I have been married for 45 years. Also, I am a marriage commissioner for British Columbia.

Sogol Azarmigin, North Vancouver: Originally from Saskatchewan, I moved to British Colum-

bia in 2010 and chose North Vancouver as my new home. I am an avid reader and enjoy learning new things, which is part of the reason why I was very interested to take part in the B.C. Card Services Panel. I also consider this participation my civic duty and feel honored to be part of this process along with other fellow British Columbians. I work in IT/Process Engineering and in my spare time enjoy volunteering, reading, and the outdoors.

Sheila Baxter, Vancouver: I am an activist (peaceful). I am divorced and have four adult children, eight grandchildren and one great grandchild. I have written five books on poverty, all published (Google them). I volunteer at Gordon House. I attend demonstrations, if I believe in the cause. I am open-minded and support diversity. I smile often. My family comes first, then my politics. I am blessed to be in a country with Medicare. I use a scooter because I have serious spine complications.

Wendy Bergen, Agassiz: I am a mother of two incredible children aged 17 and 24. I am separated from my husband after 21 years of marriage. I am an entrepreneur and have successfully started and sold four businesses. I have also designed workshops for youth that combine financial skills, healthy cooking, and exercise. I found the invitation to participate in the B.C. Services Card Panel interesting and I'm looking forward to contributing to B.C. in another way. Thanks for letting me have one of the voices representing British Columbians. I don't take it lightly. I love meeting new people and learning new things. I never think we are too old to learn.



Michelle Beaubien, Smithers: I am actively involved in my community. I volunteer as an English tutor, attend local forums, and take advantage of the many outdoor activities that Smithers has to offer. I applied to participate in this panel to learn more about the technologies being utilized by the provincial government. Currently, I am a Lab Supervisor for Acme Analytical Labs Ltd.

Liz Bruce, Victoria: Originally from England, I have lived in Canada for 45 years and on Vancouver Island for the last 10, after retiring from an administrative position at the University of Alberta. As a mother of four and grandmother of seven, I believe we must protect the environment, support and protect all of our citizens, and ensure that social justice is alive and well as we move forward in the digital age. My hobbies include international travel, hiking, singing, and multicultural experiences. Currently, I am working to impact the global epidemic of childhood malnutrition by linking five million consumers of Real Food Technology supplementation with five million children in need. I volunteered for the opportunity to participate in the B.C. Services Card User Panel as I saw it as a valuable opportunity to be informed on the options and have a voice in the process of holding the B.C. Government accountable to the people it serves.

Robert Busby, Dawson Creek: I am originally from the lower mainland, but moved north to Dawson Creek one and half years ago. I currently work in community social services as a poverty law advocate. My goal in attending this panel was to share the voice of people living in poverty. I was eager to learn how government plans to digitize services while keeping sensitive information protected.

Carol Carrick, Delta: I am from Tsawwassen and have spent the majority of my life there. After graduating high school I predominately worked as a Photographer. I worked 20 years at Save On Foods, with my last job being Bulk Foods Manager. I enjoy walking, running, and cycling. I

have two cats named Tiggy and Misti. When the invitation arrived inviting me to participate in the panel I was immediately very interested. I was unaware that the province was implementing these changes and I was curious to find out about these changes and be apart of the panel process.

Edmund Da Roza, Burnaby: I was born in Hong Kong in 1940. In 1955, I was sent to Australia to attend a Catholic boarding school. I stayed until 1960 and then returned to Hong Kong and worked at Hong Kong and Shanghai Banks and then at China Light and Power Company. I immigrated to Vancouver in 1967 and have been in Canada ever since. I enjoy all kinds of sports and took up golfing, which I still play once in a while. I retired in early 2003. Currently I am doing some volunteer work and have worked part-time as a Returning Officer both at the federal and provincial level.

Umberto De Sousa, Richmond: I was the Store Sales Manager for IKEA Richmond and was responsible for meeting sales goals, nine department managers, and over 120 employees. I left IKEA a year and a half ago and have since explored many things; highlights of the past 18 months include hiking, snowboarding, camping, travelling, road trips, and volunteering with different organizations. A few years ago I won first place for my backyard in the City of Richmond's beautifications contest. I am open to the next phase of my life. Let's see where it takes me!

Margret Farmer, Fernie: I am a wife and mother of two school aged children. I am an active member of the community in small town Fernie, B.C. Massage therapist by trade, I presently teach yoga part-time. I love the freedom and liberation offered by living in a small community. As an active family, I love the conveniences that the Internet has to offer which provides more quality time as a family. With a careful approach, I am curious to see the potential that the B.C. Services Card could offer, of course with consideration of privacy and accountability.





Sally Feng, Vancouver: I am a new immigrant from Beijing, China. My husband, my eighteen-year-old twin boys; and I have been living in Vancouver for about two years already. I was a professional in the international apparel industry in China and now in Canada I am a housewife. All of us are trying to get used to the new country. China and Canada are very different in their culture, lifestyle, and government management. When I received this letter inviting me to be a Panelist, I thought it would be a good chance for me to get familiar with government and to meet new people.

Brian Hall, Surrey: I was born in Abbotsford and have lived in a variety of places in both B.C. and Nova Scotia. Currently, I am living in Surrey. I am married and we have four adult children. I have a varied educational and work background, from working as a Pin Setter at age six to now, where I work at Kwantlen Polytechnic University as a Facilities Technologist. I have attended VCC, SAIT, BCIT, Okanagan College, UBC, B.C. Hydro, and Canadian Institute for Energy Training for a variety of certificates and diplomas. I enjoy chess, sudoku, reading, and volunteering.

Daniel Hsieh, Surrey: I immigrated to Canada eight years ago and I love everything about the country: the clean environment, the friendly and diverse citizens, and the well-developed government. I am a university student who will graduate in a year or two, and I love to experience and get involved. This past summer, for example, I was a volunteer for Canada Day at Canada Place. I am very glad to be selected as a B.C. Services Card Panelist. From my interest in technologies, I am interested in learning everything about the B.C. Services Card, including its functionalities, security features, and usage policies. Also, I find it a valuable opportunity to be a part of the group that helps our government provide better services for everyone in B.C.

Wendy Jonassen, Penticton: I moved to Penticton in 1985 from Ontario. I work in private healthcare

services. I enjoy hiking, bicycling, camping, and dirt biking. I am a graduate from Canadore College of Business Administration.

Vera Krajic, North Vancouver: I live on the North Shore and have for 12 years. I am a single mother of a wonderful newly teen daughter. I currently work at Family Services of the North Shore as a family preservation and family support counselor, and have done so for almost 10 years. I have lived in a variety of places, including Burnaby, Langley, Downtown Vancouver, Penticton, Kelowna and for a short two years in Edmonton. I came to this panel with no expectations, with an open mind as well as a great awareness of the responsibility being placed on those of us taking part — 35 representing 4.5 million: a bit of pressure for us all!

Dawn MacDonald, Quesnel: I was born in Windsor, Ontario and I now live in Quesnel, B.C. I belong to the Auxiliary for G. R. Barker Hospital and have volunteered on Tuesdays for the last 21 years. I live in a two-bedroom apartment and look after two dogs.

Alan MacGregor, Salmon Arm: I have been a resident of the Shuswap area for 28 years. Originally, I was trained in the sciences and education. I was an elected school trustee for 11 years. I now work as a millwright and welder. I joined the User Panel out of general interest in the topic of government-issued cards and interest in learning more. I know of enough examples of government projects that have been done well, and that have been done badly, to know that this project should be done properly, if done at all, and if the interest is to serve the interests of the public.

Bruce McBride, Hope: I was born in Kenya in 1951 to Canadian parents and moved to Canada in 1969. I worked for Saputo (formerly Dairyland) for thirty-two years. I was a wholesale delivery driver for several years and was working in the Abbotsford cheese plant when I retired two years ago. I have been married for 40 years and have





two children and five grandchildren. I enjoy hand-building pottery, kayaking, and bicycle riding. I love living in Canada and rode my bicycle from Victoria to St. John's, Newfoundland to celebrate my 50th birthday. I volunteer as an English as a Second Language Teacher in my hometown of Hope where I have lived for the past fifteen years. I have concerns about how technology will affect our lives in the future and wonder if our privacy will be compromised by the convenience of accessibility and that is one of the reasons I agreed to be a part of the panel.

Terry Molstad, Delta: I am a Professional Engineer, married with one daughter, from Tsawwassen. I have lived, gone to school, and worked in B.C. for 50 years. I graduated from Delta Secondary School, the Royal Military College of Canada with a Bachelors of Engineering (Civil), and the University of British Columbia with a Masters of Applied Science (Civil Engineering). I have served as an officer in the Canadian Navy and in 1978 joined B.C. Hydro as an engineer where I worked for the next 29 years. I retired in 2007 and currently volunteer as a member of Delta's Environment Advisory Committee and the Association of Professional Engineers & Geoscientists of B.C.'s Sustainability Committee.

Gloria Monk, Tache: I am a Carrier woman from Tl'azt'en Nation, Tache, B.C., approximately three hours from the city of Prince George. There are approximately 300 people living on the reserve. We get all our services and goods from Fort St. James, Vanderhoof or Prince George and so I understand the importance of thinking about the needs of remote B.C. communities.

Wendy Moss, Gibsons: I was born and raised in the Vancouver area. Upon graduation from high school, I studied nursing at Vancouver General Hospital. I've had the opportunity to work with Forestry and Land also, as a civilian employee with the Canadian Armed Forces. I have spent 20 years in the insurance industry starting as an insurance broker and retiring as claims adminis-

ter with ICBC. I am married to an RCMP officer for the last 38 years and have lived in unique areas including Dawson City, Yukon, Haida Gwaii, and retiring at his last posting in Gibsons. My husband and I have two children and three young grandchildren. I'm on the Executive of our local Lions Club. All money raised is distributed back in the community to many child and youth programs as well as operating a low-income seniors housing complex.

Yvonne Munro, Krestova: I am 52 and live with my partner of 23 years in the West Kootenays. I am a visual artist and a community support worker. In the summer of 1961, my parents, recently emigrated from Holland, packed their Volkswagen truck with a bottle warmer, and moved to British Columbia. I was six-months old at the time, the first of four children. I moved to the West Kootenays with my young children in 1986. Over the years, I have studied Fine Arts at Emily Carr, the University of Victoria, Kootenay Studio Arts, and the Oxygen Centre. I also received my Classroom and Community Living Support Worker Certificate at Selkirk College. I very much enjoy living in the mountains and being part of a small community. I am an active participant in my community and I believe it's important to be heard. It's been an educational journey and an honour to be on this panel, and a job I took to heart.

Karyl Olstad, Enderby: I live in Enderby, B.C. I am a mother of two and a grandmother of four. I am currently semi-retired on a disability pension. I have a professional background of 35 years in computer services and office administration. I have also worked as a technical writer, website designer, and as a computer instructor. I feel very honoured to have been included on this citizen user panel. I feel we all have a civic duty and responsibility to take an active role to assist our government when called for tasks such as this one. I urge this panel to continue, please, but with great caution and care for our citizens and the protection of each person's digital identity.





Grace Paracuelles, Fort St. John: I am originally from Cebu City, Philippines. I have been married for 23 years and have five children, two of which are currently attending University. Our family immigrated to Canada in February 2012; we are currently living in Fort St. John. While in the Philippines, I obtained my Professional Teaching License, a Bachelor of Science in Accountancy, a Masters of Business Administration, and started working on a doctoral degree in education before moving to Canada. I work as an Early Childhood Educator at Friendship Center Preschool. My greatest treasure is my Catholic faith and my family. When I received the brown letter, I felt honoured to be chosen, and excited with apprehensions to be in Vancouver for the first time but it turned out to be a very enriching experience.

Dale Patterson, Courtenay: Born and raised on Vancouver Island, I have worked in the hospitality industry for the greater part of my life, eventually becoming an owner of a restaurant. I have also been involved in the construction industry in a variety of trades. Being a successful businessman and conscientious community member are some of the reasons for wanting to contribute in this panel. I believe it to be both a personal as well as a civic duty to understand this information, analyze, and contribute my opinions for the good of our entire community. In this day and age where fairness, faith, trust, and a sense of integrity seem more elusive than ever, this undertaking is ever so important. We can only hope that the transparency of our government at all levels is as important to those who are elected as it is to the citizens that elected them.

Duncan Peterson, Nanaimo: I was born in Vancouver and raised in Nanaimo, B.C. I have recently moved back home having just finished my degree from Queen's University. I am looking to start a meaningful career in British Columbia. At university, I was extremely involved in student government, student organizations, and community-based charity work. These experiences instilled in me a deep awareness of how we

must rely on each other to identify and solve our society's problems. I took this opportunity to be a member of the User Panel very seriously: bringing the views of a young adult to the table has been important in the formulation of this report.

Taya Rankin, Lillooet: I am a mother of a four-year-old daughter. I filled out the form and sent it in not ever believing I would be selected. I was interested in the process, not knowing what I would be getting myself into. This is a great experience. These changes are going to affect everybody and it is important this panel make recommendations to government on how and who can access our information and for what purposes.

Scott Rees, Burnaby: I am an Information Technology professional with more than 19 years in the technology industry with fields ranging from design to IT Management. Born and raised in Lower Mainland, I have been a British Columbian my entire life. I am interested in both local and provincial politics and active in local community groups and volunteer work. I have a spirit of involvement, which motivated me to participate in the B.C. Services Card User Panel.

Keith Reid, Lantzville: I am a long-time resident of Vancouver Island. I have an extensive background in the Shellfish industry as an owner of a successful Shellfish Aquaculture operation in Bowser, B.C., current chair of the Harbour Authority, member of Nanaimo Regional District Agriculture Advisor Group, and former chair of the B.C. Shellfish Growers. I have navigated a variety of careers such as boat-building, home construction, and commercial fishing, and for the last 20 years have been committed to the advancement of the Shellfish industry through the design and marketing of equipment and methods that enhance the production of shellfish world wide. It is not uncommon to find me in my workshop building a prototype of a new piece of equipment, drawing plans for a personal landscaping project, or practicing to perfect my golf swing. I am a





proud father of four boys and 12 grandchildren who I spend much of my free time with.

Bryan Robertson, Vancouver: I grew up in North Delta, B.C. and currently reside in Vancouver. I have a B.A. in Communication from Simon Fraser University and work at a digital consulting firm in Gastown. As a Web Analyst, I use website data to help make websites easier to use for users and more efficient for clients. As a professional whose job is touched daily by privacy matters and as a private citizen, I have a strong interest in the issues addressed by the panel.

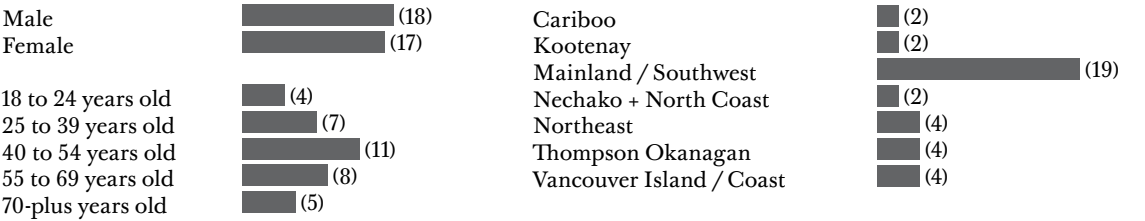
Carl Sanders, Sechelt: I was born in Sechelt, B.C. in 1992 where I live today. I have always enjoyed arts and crafts and playing soccer. I have one older brother that is a carpenter. My Mom is Filipino and my Dad American; he died when I was 13. I have no step family but have many cousins. My education blossomed in physics, math, english, art, carpentry, and physical education. These interests lead me to study Architecture at BCIT. I received my Diploma in May 2013. I am politically liberal, generally antisocial, and currently atheist. My unemployment was my motivation to participate in this panel.

Mary Anne Unruh, Kamloops: I was born in Burnaby and currently reside in Kamloops and formerly lived in Vancouver. Currently, I am the Service & Warranty Manager for Horizon North Manufacturing. I was previously employed for 15 years as a Customer Services Coordinator and Property Manager for the largest residential developer in B.C. I am very involved in promoting the community and have done extensive

volunteer work on a variety of projects, both in Kamloops and Vancouver. These include Board Director of the Burrowing Owl Conservation Society of B.C., Kamloops Blazers, 2006 World Junior Hockey Championships in Kamloops, Vancouver Police Citizen’s Crime Watch, Vancouver 2010 Bid Corp, Information Booth Manager Celebration of Light fireworks displays, Board Director of the Stanley Park Ecology Society, and President of the Race Events Volunteers (Molson Indy). I enjoy just about everything involving the outdoors, particularly kayaking, hiking, snowshoeing, community events, and B.C.’s active cultural arts.

Klaus Voigt, Prince George: I was born in West Berlin, Germany on October 21, 1943 to Hans and Hertha Voigt. As an only child I had a good childhood although I realize it was difficult for my parents to provide everything during and after the war. After I finished school (grade nine) I took an apprenticeship as a Sheet Metal Worker. At the age of 18, I joined the Merchant Navy and traveled to many ports of call including Vancouver. That was the reason I decided to immigrate to Vancouver, B.C. in 1967, a decision I never regretted. I married in 1968 and my wife and I raised two sons. Since my arrival in Canada I have been working and living in northern isolated communities ending up in Prince George in 1988, where I still live. I retired when Upper Fraser Saw Mill closed in 2003. I am now looking for new challenges and that is why I decided to answer the request for volunteers for the Panel. I am proud to be a Canadian citizen and thankful for all the opportunities it has provided me.

THE MEMBERS OF THE USER PANEL



In their Own Words: The Report of the B.C. Services Card User Panel

What follows is the Report of the B.C. Services Card User Panel. The report was drafted by the members of the Panel during their final weekend session, and was subsequently circulated to each member for their input, and revisions, and approval. This process was completed with assistance from the Panel Secretariat, and overseen by the Panel Chair.

WHO WE ARE AND WHY WE VOLUNTEERED

We are 35 randomly selected B.C. residents who, thanks to a letter in the mail, found ourselves spending two weekends in Vancouver writing policy recommendations for the B.C. government.

We came together from all over B.C. to form a microcosm of the province. We are young and old, men and women, recent students, preschool teachers, stay-at-home parents, retirees, entrepreneurs, business owners, and technology experts. Our membership is diverse: from a healthcare worker living in a small, remote First Nations reserve to a software developer from bustling Yaletown in Vancouver. We were born across the country and around the world. We are new immigrants and life-long residents. We carry with us our own concerns and those of our communities, but are bound together by a desire to create a Services Card system that will benefit all B.C. residents. We are the B.C. Services Card User Panel.

After receiving an invitation in the mail to volunteer, we each had different reactions. Some of us were thankful to be asked; some were skeptical that this would amount to anything. We put our names forward because it was a rare opportunity to engage in hands-on democracy, because we saw it as our civic duty, because we wanted to raise our concerns, or because it would be an opportunity to learn from experts about issues that affect all B.C. residents.

When our names were randomly selected, some of us were excited, some of us were wor-

ried! For some, attending the User Panel meant only a short walk or Skytrain ride; for others, it meant their first trip to the unfamiliar terrain of the big city. We all knew it would be a major time commitment that involved arranging child- and elder-care, work schedules, rescheduling life events, plus —for some of us— braving snowstorms and bumpy plane rides. Many of us were mindful of those who couldn't be here, and felt responsible not only to bring our voices forward, but to speak for our communities as well.

After two weekends together, we can say with confidence that we succeeded in overcoming our reservations and working as a team to achieve our goals.

WHAT WE LEARNED

As a group, we had a wide range of expertise, but for the most part we knew little of what the Services Card actually was. Even the fact that the B.C. government had combined the driver's license and the CareCard was news to some of us. A few had done their own research and had a good working knowledge of the Services Card — but none of us were completely clear about what the government intended to do with it. Many of us had privacy concerns and some were skeptical of whether the benefits outweighed the risks.

We learned about the origins of the Services Card: a conversation between government ministries trying to work together to solve a group of connected problems. The Ministry of Health wanted to improve the CareCard and patient safety, while also reducing the amount of medi-



cal services fraud believed to be taking place. ICBC had its technologies for issuing driver's licenses, as well as a network of in-person counters that could help. And the Ministry of Technology, Innovation, and Citizens' Services (MTIC) felt that a chip card could help B.C. residents access government services online in a much safer way. For some, it was exciting, for others, it was concerning. For almost all of us, it was certainly confusing! But with time it became clearer.

We learned there is a plan to protect our privacy, and that while there will always be risks, there are measures in place to protect our personal information from misuse. It was up to us to help determine whether those measures were sufficient to ensure public confidence in this new Services Card system.

We heard from experts both inside and outside the government. We discovered that even the experts had differences of opinion and we found it helpful to hear from critical voices as well as Services Card and technology enthusiasts.

We learned about the underlying technology on which the Services Card is based, and how it is intended to help us access online government services securely. We learned that the possibility exists to use the Services Card not only to access health services, but other public services as well.

After listening to the presentations and asking lots of questions, most of us felt confident in our understanding of the program and felt that we too had 'citizen expertise' to share.

OUR TASK

In two short weekends we had to find as much agreement as we could and together make our recommendations to the government. Amongst us, some were more focused on the potential benefits while some were more concerned by the potential risks. We had to find a way to work together. We needed to communicate effectively so that the concerns of all Panelists were heard and incorporated. We had to learn how to work

together as a team, how to talk to each other, listen to each other, and respect each others' views and concerns.

We found different metaphors to describe our experience: how a fruit salad was better than an apple; how 35 people working together can be like one really smart person with superhuman powers; how we were cooking up a communally made soup, each adding our own special ingredient.

For the most part, we think we succeeded in our task. We feel satisfied that our individual voices were heard, and that the concerns of our communities were also brought to the table. We are each proud of our contributions. We feel responsible for taking what we have learned, translating it into different languages for different audiences, and sharing it with our elders, families, and communities.

Our task was to represent the province as a whole, as best we could. We only had two weekends together, but we understand that this is only the start of the conversation. We are excited to share our knowledge and our recommendations with the government and the people of B.C., and to continue this important conversation.



Guiding Values

The panel was asked to draw up two lists of guiding values concerning the development of digital services, and the development and use of the digital identity management system which allows Services Card users to access services and personal information stored by government.

DIGITAL SERVICES VALUES

Valuable Services

New digital services added to the Services Card should provide clear, added-value to citizens, and the cost-benefit rationale that justifies the development of new services should be made public. A reasonable portion of the costs of using the Services Card's identity management system should be borne directly by the relevant government service provider. MTIC should continuously monitor digital services across government to ensure that there is ongoing and wide spread use, and work to improve digital services rather than allowing them to become outdated.

Accessibility and Choice

Accessing government services online should be simple and easy for everyone, for all ages, abilities, and languages, as much as possible. B.C. residents should have support available to them that explains how to access digital services. B.C. residents should always have options not to access services online, not to use the Services Card to access services (except when it is needed in-person for its core functions as a health card, photo ID and driver's license), and to connect and disconnect their Services Card from any service provider's files as they wish.

Cautious Implementation

Services should be added slowly to the Services Card system, and only when there is clear justification for doing so. The government should plan for future risks and review implementation at each stage of development. B.C. citizens should be meaningfully consulted before any significant

service is added to the card and about any significant changes to how data is used by service providers. Independent privacy auditors should oversee implementation of new digital services.

Data Integrity and Consent

We value the reliability, accuracy, and availability of our personal data records held by government agencies. B.C. residents should be notified and should consent to each data transaction, and understand how data will be used. B.C. residents should be able to view, revise, and contest personal information that is kept in records pertaining to government services.

Well-Executed and Transparent Digital Services

B.C. residents should be at the center of policies, programs, and services — digital services should be designed to meet our needs first. To protect the privacy and security of our personal information, digital service programs should ensure that technology, technical training, management practices, and government policies are all maintained and upgraded in order to stay ahead of potential and evolving risks.

IDENTITY MANAGEMENT SYSTEM VALUES

Privacy and Security

Government should ensure that only approved users access personal data held in government databases, and that they access only the data necessary for the benefit of the individual citizen at that moment. The use and access to data should be specific, principled, and not *ad hoc*. It should

be governed by clearly defined rules and approval processes. Individual service providers should not have access to information they don't need. Confidentiality and anonymity should be protected. No data-sharing or data-pooling among service agencies and providers should occur — data should be kept siloed in separate databases that cannot be linked without explicit consent. Using the data held in government databases for anything like surveillance is not acceptable. All system and program data and IT infrastructure must be stored and kept inside the borders of Canada, and ideally within B.C. Security designs must be kept robust and up-to-date.

System Transparency

The architecture and specifications of the identity management system should be made public as much as possible without compromising the security of the system, and third-party security audits should ensure that the system is effective. Independent, third-party, proactive watchdogs should monitor what data is being collected in government databases, and who is accessing it, and they should publicize their findings — especially about any breaches of privacy that they find.

Control Over One's Own Data

Users of government services should be able to control how their data is used and shared. They should know how their data is stored by government. They should be able to see up-to-date records of any requests by others to see their own personal data records, including where access was granted from, and should be notified of instances of unauthorized access or other access that might concern them.

Trust and Accountability

The government should clearly articulate the purpose of the digital identity management sys-

tem, ensure it has an appropriate budget, and ensure real and transparent follow-through. We value integrity, competence, responsibility, and strong ethics in decision-makers and caretakers related to the identity management system. Government should do what it says it will do, never more nor less. B.C. residents should be informed and consulted before the government decides on any significant changes to the identity management system, and should take care to inform the public about the benefits and risks of those potential changes.

Choice

Everyone should benefit from greater electronic access to information and government services, as long as it is secure. This means the card and card reader should cost nothing, and be accessible for all B.C. residents, including those with no fixed address. B.C. residents should always have the choice at any time to opt-in or out of using the chip-enabled digital identity management system and the choice to connect it to any specific service.

Communication and Education

Government should promote awareness among service providers and the public about how the digital identity management system works by educating service providers and anyone who wants more information about the identity management system. The public should be able to easily access an explanation of how this new system works. The risks and benefits of using the B.C. Services Card and the digital identity management system should be explained to B.C. residents clearly, simply, and in an engaging and interactive manner.



Recommended Confidence Measures for the B.C. Services Card

Before we endorse the use of the Services Card for digital authentication, we believe the following confidence measures should be implemented by the Government of B.C.

THE GOVERNMENT'S CURRENT PRIVACY AND SECURITY COMMITMENTS

We endorse the 14 distinct privacy and security commitments that were gathered from the government's descriptions of the Services Card system. We request that these commitments be enshrined in future legislation in those instances where they are not already covered under current legislation, in order to ensure they are followed. These government commitments are:

1. The chip in the Services Card has no personal information stored on it.
2. People will have the choice to access services online and/or in-person.
3. There is a separate database for each service agency in addition to the Identity Assurance Service (IAS) database.
4. The only data transfer between the IAS database and service agency databases is from the IAS database to the service agency database, and not the other way around.*
5. Only the minimum information necessary is allowed to be transferred from the IAS database to a service agency database.
6. Individuals are notified before any transfer of personal information from the IAS database to service agency databases, and are asked if they want to proceed. If they refuse, no data is transferred. Health emergencies where consent is not possible are a necessary exception.

* The only exception to this commitment is that when ICBC initially collects the basic information about who you are and what card you have, this information is 'uploaded' into the IAS database.

7. The Information and Privacy Commissioner can review and investigate the Services Card system whenever she/he believes it to be in the public interest.
8. The Ministry of Technology, Innovation, and Citizen Services (MTIC) will consult with the Information and Privacy Commissioner before allowing any new agency to use the Services Card authentication service.
9. In the central IAS database, there is basic personal information (name, address, phone number, photo, date of birth, etc.). Users can choose to provide an email.
10. In the central IAS database there is also some basic information about each card (when issued, what services it can be used for, passcode changes, and a time-log of when it was used).
11. There is no single universal ID number that links up your files in different databases.
12. Each agency that wants to use the Services Card must complete a Privacy Impact Assessment (PIA). MTIC must approve this PIA. The PIA is submitted to the Information and Privacy Commissioner.
13. Each agency that wants to use the Services Card must complete a Security, Threats, and Risk Assessment (STRA). MTIC must approve this STRA.
14. Independent Security Testing and Evaluation is planned for the Services Card system.

In addition to these 14 commitments, we believe the government should commit to ten further confidence measures.

RECOMMENDED ADDITIONAL CONFIDENCE MEASURES

1. Logging of Authentication Activities

The central Identity Assurance System should not record or log the service, service location or service data accessed by B.C. residents. Time-logs of their authentication activities, if required, are acceptable, but individuals should be able to access and review the time-logs connected to their Services Card.

Under no circumstances should the access location be logged or recorded, except if this information is necessary to authenticate the validity of the service. In such circumstances, the information should only be logged for the duration of the transaction, so that it is deleted the moment a B.C. resident disengages from the service, system, or access point.

Any individual should, however, be able to request and receive accurate records of their personal data held in government databases, including information about how government (and those acting on its behalf) have accessed, reviewed, or transferred this information between systems

2. Identifiers and Numbers

Any identifier or number referring to an individual, used in any database or records management system, regardless of underlying technology or naming convention, should have no personally identifiable information encoded into the identifier or number.

3. Participation and Access Options

Individuals should have the option not to use the B.C. Services Card's digital authentication feature to access services, or to participate in the digital identity management system. Whether in-person, by phone, post or online, government services should be provided at the same cost to the user, regardless of delivery method.

Elimination or significant reduction to any access options should first include meaningful consultation with affected citizens.

4. Education and Training

There should be effective education and training opportunities for both service providers and Services Card users concerning the use of online services. Additional effort should be made to provide instruction to marginalized communities. Government should also work to ensure key institutions such, as banks are familiar with the card as the prevailing form of government-issued ID.

5. Initiation and Auditing of Digital Services

A comprehensive cost-benefit analysis should be required in advance of any new service agency joining the Services Card authentication process. The analysis should include privacy and security risks as well as financial costs. It should consider benefits to both individuals and to society-at-large. These analyses should be easily available and used in meaningful consultations with the public.

Any service agency that wants to join the Services Card authentication process should be required to hire an independent, third-party team of auditors and technical analysts to provide whatever assurances are requested and required by the Information and Privacy Commissioner. The agency should also have to commit to having a third-party team of auditors and technical analysts do ongoing assessments as requested and required by the Information and Privacy Commissioner — these assessments could include compliance concerning data retention rules. Associated costs should be borne by the service agency rather than the Office of the Information and Privacy Commissioner. Summaries of these reports should be available to the public. These summaries can avoid sharing specific security protections in order to safeguard the system, but otherwise should be comprehensive.

6. Notification of Data Breaches

There should be notification to individuals of any data breaches that involve their data, with sufficient detail and potential options for recourse so that the affected user can take appropriate action.

7. Anonymous Access to Services

Where possible, efforts should be made to create secure and anonymous methods of accessing government services online. Whether in-person or online, any service that can currently be accessed anonymously should remain anonymous, unless there is a reasonable and justifiable reason to authenticate the user. Any proposal to move from anonymous access to 'Services Card-authenticated' access should be examined closely by the Office of the Information and Privacy Commissioner. The costs of this review should be borne by the service agency.

Regular comprehensive reviews of services authenticated by the B.C. Services Card should be conducted; those services no longer requiring authentication through the Services Card because of equally effective and convenient authentication methods or because secure anonymized access is possible should have their system access removed.

8. Data Linkage and Data Mining

Government databases run by different agencies and performing separate service functions should not be linked except when the Information and Privacy Commissioner has stated that it is in the public's best interest and will not compromise the privacy of citizens. Robust public consultation must occur where the Commissioner deems it appropriate.

The B.C. Services Card User Panel recognizes that there may be value to data-mining and reviewing usage patterns across different government services, however, such research must

be clearly proposed, have clear justification, preserve anonymity to the fullest, and be subject to strict oversight by the Information and Privacy Commissioner, again at the expense of the service agency.

9. Passcode Code Reset and Card Reader Replacement

Passcode reset processes for lost or forgotten passcodes should be in line with international best practices concerning secure identity verification. Personal card readers should be easily sourced at little or no cost.

10. Power of Attorney

We recommend further study concerning how the B.C. Services Card will be used to access online services in cases where Power of Attorney applies. We wonder what will happen when someone who has previously enabled digital access to various services loses the ability to manage their own affairs. Should digital access to certain services be deactivated to prevent abuse? Should access automatically be transferred to the person with Power of Attorney? Should people who have Power of Attorney be able to use online services for the individual they are acting for? How will the system prevent abuse while potentially making Power of Attorneys simple to execute? We did not have the time nor the expertise to resolve these issues, and believe they should be studied and clarified publicly before the B.C. Services Card's digital authentication system is implemented.



Digital Service Priorities:

We have examined a wide range of potential digital services, and determined whether we believe they should be accessed using the identity management system and the B.C. Services Card. This list is not meant to be comprehensive. Instead, it provides examples of our acceptance concerning different types of digital services.

We have sorted these digital services into three categories. These are:

Provisionally Acceptable Uses

We conditionally endorse the use of the Services Card to digitally authenticate identity for these services if the 24 (14 + 10) confidence measures are first implemented.

Additional Caution Recommended

We conditionally endorse the use of the Services Card to digitally authenticate identity for these services only if, in addition to the 24 confidence measures listed above, service-specific confidence measures are also implemented.

Recommended Restricted Uses

We do not endorse the use of the Services Card to access these services.

This prioritization is not meant to be comprehensive. Instead, we have chosen illustrative examples of digital services that clarify our reasoning about future uses of the Services Card.

Services are divided into eight thematic categories. They are: *Income Support and Social Services*; *Education and Libraries*; *Transportation Services*; *Health Services*; *Business and Taxes*; *Citizenship Services*; *Payments*; and *Additional Miscellaneous Services*.

INCOME SUPPORT AND SOCIAL SERVICES

Provisionally Acceptable Uses:

BIRTH, DEATH, AND MARRIAGE CERTIFICATES:

We urge the MTIC to work with other relevant ministries so that the B.C. Services Card enables the submission of personal data online in the initial application for birth, death, and marriage certificates, as well as to enable requests for copies of original documentation. This would be useful because it would make the application process easier and more convenient; it would potentially speed up the application process; and it would allow for individuals to track the status of their application online.

Additional Caution Recommended:

WORKSAFE B.C.

We encourage MTIC to consider working with relevant ministries to use the B.C. Services Card for online interactions with Worksafe B.C. In particular, the B.C. Services Card could be used so that an employee could view the status of his or her application, update and upload his or her supporting documentation, and view payment amounts and dates online. In addition, the card could potentially be used to send authorized third-parties (e.g., doctors, lawyers, etc.) specified information in an employee's file.

We recommend, however, that due to the sensitive nature of the personal information involved in Worksafe applications, this service be implemented after other, lower-risk digital services

have been implemented and evaluated. The service should only be implemented after evidence-based research and evaluation shows that the security and privacy of the B.C. Services Card system is working as anticipated.

SOCIAL HOUSING

We encourage MTIC to work with B.C. Housing to use the B.C. Services Card so that individuals can initiate the application process for social housing, track the status of their application, and communicate digitally with B.C. Housing.

We recommend, however, that due to the sensitive nature of the personal information involved in social housing applications, this service be implemented after other, lower-risk digital services have been implemented and evaluated. The service should only be implemented after evidence-based research and evaluation shows that the security and privacy of the B.C. Services Card system is working as anticipated.

DISABILITY SERVICES

We recommend that MTIC work with the Ministry of Social Development and Social Innovation to use the B.C. Services Card so that individuals can initiate online applications for Provincial Income Assistance Disability Programs (Person with Persistent Multiple Barriers and Person with Disabilities), and determine the status of their application. This recommendation is contingent upon the following conditions:

- The Ministry of Social Development and Social Innovation should invest funds to improve access to both online and in-person services to provide further support for individuals undertaking these applications whose needs are not always met;
- The information collected for these applications is only used for the purpose that was originally intended (i.e., strict compliance with the Freedom of Information and Protection of Privacy Act) and any retention of this information is strictly compliant with applicable legislation related to records retention;
- Due to the sensitive nature of the personal information involved in disability applications,

we recommend this service be implemented after other, lower-risk digital services have been implemented and evaluated. The service should only be implemented after evidence-based research and evaluation shows that the security and privacy of the B.C. Services Card system is working as anticipated.

We recommend that after the B.C. Services Card system's security and privacy has been reviewed (see recommendation directly above) a consultation process be initiated with the aim of creating a pilot program that would allow doctors and assessors to submit required information to an individual's file online.

Recommended Restricted Uses:

CHILD AND PROTECTIVE SERVICES

We strongly urge MTIC not to allow the B.C. Services Card to be used to digitally authenticate identity for any Child Protective Services due to the sensitive nature of the information involved and importance of protecting the safety of children.

JOB SERVICES

We strongly urge the government not to implement the B.C. Services Card to access online job searches and hiring services. It is already possible to access job searches and hiring services anonymously, and these services should remain anonymous.

EDUCATION AND LIBRARIES

Provisionally Acceptable Uses:

STUDENT LOAN APPLICATIONS

We urge MTIC to work with StudentAid B.C. to implement digital authentication through the B.C. Services Card for the application process for provincial student loans. This would be useful because it would offer more secure verification of an individual's identity and it could make the application process easier and more convenient.



Additional Caution Recommended:

COMMUNICATION WITH PRIMARY AND SECONDARY SCHOOLS

We encourage MTIC to consider working with the Ministry of Education to implement digital authentication using the B.C. Services Card for registration and communication between parents/guardians and primary and secondary schools. For example, a parent could submit a permission slip for his or her child to attend a field trip online, or update emergency contact information. The ability to use the B.C. Services Card to register and communicate with schools would be useful because it would provide a secure means of communication for parents, children, and the school, it would be convenient and save time for parents/guardians and school employees, and it could potentially save schools money.

This recommendation is contingent on the following conditions:

- Each school and each parent or guardian should be able to choose whether to use this online service.
- Schools must maintain up-to-date information about which parent or guardian has legal authority to make decisions on behalf of a child, and schools must implement systems that prevent any unauthorized access or fraudulent communication by parents who do not have legal authority to make decisions for the child.

POST-SECONDARY STUDENT CARD

We recommend that the MTIC consult meaningfully with post-secondary institutions about whether to use the B.C. Services Card as a student card. We advise that:

- The B.C. Services Card should only be used as a student card if it can visually demonstrate which university a student attends and the expected date-of-completion of their degree. This is important so that students can access student rates from non-university services.
- Using the B.C. Services card as a student card must always be a choice for students and post-sec-

ondary institutions.

- This consultation should take place after further research can be provided about the security and privacy of the B.C. Services Card system, and about the potential benefits for reducing costs and improving convenience in the post-secondary setting.

LIBRARY CARD

We recommend the MTIC consider working with B.C. Libraries to implement the B.C. Services Card as a library card, but only if:

- It can be ensured that library records cannot be accessed by government officials who are not part of the library system; and
- Strong evidence of widespread public desire for this service is collected and shared. A public survey would be an acceptable form of evidence.

SUBMISSION OF DOCTOR'S NOTES

We recommend that MTIC consider working with the appropriate authorities so that the B.C. Services Card enables students at a post-secondary institution or guardians of a child in primary or secondary school to scan and send a doctor's note to their relevant institution as proof of sickness. This would require that:

- Access to the doctor's note only be given to the authorized recipient (i.e., the teacher or administrator); and
- Doctor's notes would be stored in a secure location and be securely disposed at the appropriate time.

Recommended Restricted Uses:

No services listed.



TRANSPORTATION SERVICES

Provisionally Acceptable Uses:

REPLACEMENT OF A LOST, STOLEN OR DAMAGED VEHICLE OPERATING LICENSE

We support the use of the B.C. Services Card online to assist in the replacement of a lost, stolen or damaged valid vehicle operating license when the holder has a separate license card because the B.C. Services Card is a strong enough identity authenticator, because for many it is more convenient to do this online than to go to an ICBC office for the replacement, and because it would reduce costs for government.

NATIONAL SAFETY CODE SAFETY CERTIFICATE APPLICATION

We support the use of the B.C. Services Card to authorize the pre-filling of form data for the National Safety Code Safety Certificate's online application form. This will improve the security and reliability of the existing service and save time for the applicant.

REGISTERING AND RENEWING DISABILITY PARKING PERMIT

We support the use of the B.C. Services Card to authorize online access for the registration and renewal of the Disability Parking Permit because it would improve accessibility, especially for those with mobility issues, and it would reduce the costs for citizen, and government.

VEHICLE REGISTRATION

We support the use of the Combined B.C. Services Card to authenticate identity during vehicle registration, purchase, and insurance renewal. The Services Card should not be used as a payment method. This digital service would speed up the existing process, make it more secure, and reduce costs for government.

APPLICATION FOR THE DISABILITY BUS PASS

We are interested in the possibility of using the B.C. Services Card in order to apply or renew the Disability bus pass online because this service would increase accessibility and convenience and reduce cost for government.

Additional Caution Recommended:

ONE-TIME REGISTRATION WITH A TOLLING AUTHORITY

We would support the use of the B.C. Services Card for the one-time digital registration with a tolling authority for road tolls if and only if the minimal personal information required to maintain a valid account is retained by the tolling authority. Any additional information needed during the initial application should be discarded, and the Identity Assurance Service retains no unnecessary log of this authentication procedure. Further, it should be impossible to associate any actual toll usage data with the B.C. Services Card. Storing any additional information is a violation of privacy.

Recommended Restricted Uses:

ALREADY AVAILABLE ANONYMOUS SERVICES

We do not support the use of the B.C. Services Card for services that are already available anonymously, such as:

- Paying for transit fares
- Paying for parking
- Paying for tolls
- Using it as a transit pass
- Transport-related fines and payments
- Ferry reservations and fares

We do not support the use of the B.C. Services Card for these services for several reasons. First, since these services can in most instances be obtained without reference to or proof of identity, we do not see a valid reason to link them to the Services Card. We value privacy when it comes to movement of people and believe that anonymity should continue to be the norm in this area. Further, we do not believe the B.C. Services Card should be used as a form of payment or have monetary value attached to it.

ONLINE DRIVER'S KNOWLEDGE TESTING

We are strongly opposed to the use of the B.C. Services Card for online driver's knowledge testing because it is difficult to ensure that the person taking the test online is the correct individual or that they are not receiving help.

POST-COLLISION INFORMATION EXCHANGE

We are concerned that B.C. residents may be required to exchange their combined B.C. Services Card after being involved in a collision. We urge that this not be required, and that individuals with combined Cards be required to exchange only their driver's license number, not the card itself, as well as their vehicle insurance registration.

HEALTH SERVICES

If the B.C. Services Card is to be used for digital authentication in healthcare, we believe the following confidence measures should be implemented:

- MTIC and the Ministry of Health must ensure that no third-party can access personal health records, that the health user always has a choice if and which records are to be made available online, and that the user's different health records are not linked together without the user's consent.
- MTIC and the Ministry of Health should carefully study any potential for misuse or abuse raised by using the B.C. Services Card for digital authentication before moving forward.

Provisionally Acceptable Uses:

BOOK AND MANAGE APPOINTMENTS

We advise MTIC to work with the Ministry of Health to enable healthcare users to optionally use the B.C. Services Card to book medical appointments online, to receive optional online appointment reminders, and to cancel appointments online. We believe this should be implemented because it is a convenient, easy, 24-hour, secure, reliable way for healthcare users to manage their appointments, and because it saves the health system money by reducing the number of missed appointments and reducing administrative workloads.

ONLINE HEALTH RECORDS AND LAB RESULTS

We recommend that MTIC work with the Ministry of Health to enable healthcare users to use the B.C. Services Card to securely access accurate online records and lab results from their MSP

providers. These records would cover the important elements of that health user's specific health history with that service provider and/or the results of medical tests.

MTIC and the Ministry of Health should enable the user to select, review, and forward specific information to other health providers and third-parties — i.e., users should be able to segment their personal records and forward a segment with specific, useful information, but only the segments of the user's choosing and only to the providers of the user's choosing.

ONLINE MEDICAL SERVICES

We recommend that MTIC work with the Ministry of Health to enable the use of the B.C. Services Card for secure access to certain online medical services. These are worthwhile digital services because they improve access and convenience, especially for rural communities and the mobility-impaired, and because they make more efficient use of doctors' and nurses' time. These online services are:

- Online medical consultations with doctors or nurses; including video appointments and medical record access by HealthLink 811.
- Basic low-acuity online counselling. This would be especially convenient for remote and rural communities who may not have sufficient anonymous counselling services available.

PRESCRIPTION HISTORY AND RENEWALS

We recommend that MTIC work with the Ministry of Health to enable the use of the B.C. Services Card for secure digital access to an optional, accurate electronic history of prescriptions, and for secure and convenient online requests for doctors to renew prescriptions. This service would be beneficial because it is convenient and accessible, especially for patients with long-term, continuous prescriptions; because it would provide individuals with an accurate record of drug history for personal needs and health safety (e.g., drug interactions); and because it could reduce pharmaceutical fraud.

Additional Caution Recommended:

MENTAL HEALTH, ADDICTIONS, AND DOMESTIC ABUSE SERVICES

MTIC should work with the Ministry of Health to investigate the use of the B.C. Services Card for secure digital access to optional online mental health, addictions, and domestic abuse services. These services could potentially provide smaller communities with better access to anonymous services. We are not fully convinced that it would be advisable to create this digital service, even if the following measures were implemented, but are putting the following recommendations forward since we believe they are the first steps towards building public confidence in these services.

Before linking these services to the B.C. Services Card, MTIC and the Ministry of Health should specifically investigate and determine how to protect privacy and sustain trust given how sensitive these issues are. The public must be assured that these online services will remain highly confidential through a system that has been proven to be secure.

None of these services should be implemented until the B.C. Services Card has been used to digitally authenticate lower-risk services for at least five years and has established a proven privacy track record.

Clear rules should be established that limit the keeping of records concerning these services. Further, these services should be reviewed carefully by third-party audits, Privacy Impact Assessments, and Security Threat and Risk Assessments before being implemented.

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None of these services should be implemented until the B.C. Services Card has been used to digitally authenticate lower-risk services for five years and has established a proven privacy track record.

Clear rules should be established that limit the keeping of records concerning these services. Further, these services should be reviewed carefully by third-party audits, Privacy Impact Assessments, and Security Threat and Risk Assessments before being implemented.

Recommended Restricted Uses:

No services listed.

BUSINESSES AND TAXES

Before using the B.C. Services Card to enable improved government services for business, we believe MTIC should consult with the intended users of these services.

We believe the Office of the Information and Privacy Commissioner should play a role in helping to determine whether to expand the B.C. Services Card into the area of services for businesses. The Office of the Information and Privacy Commissioner might, for example, form a committee with corporate representatives that examines how the B.C. Services Card could be used to access the government services used by corporations.

These discussions and consultations should examine whether to expand the use of the B.C. Services Card system to businesses, in addition



to sole proprietorships (i.e., Services Card could be used by authorized employees to access different government services for business).

Provisionally Acceptable Uses:

FRONTCOUNTER B.C.

MTIC should work with FrontCounter B.C. to use the B.C. Services Card so that users who are sole proprietors can access applications and track application progress with respect to Crown Land and resources.

Ministries that require verified ID before allowing users to access services may wish to investigate the use of the Services Card for online access to the following:

Property tax-registration, transfer, and personal title search; liquor licenses for special events and for serving at night; Foodsafe; Hunting licenses and tags; Freshwater fishing licenses; ATV licenses; applications for childcare business licenses employment-related criminal record checks; and inquiries about PST statements.

Additional Caution Recommended:

GRANT APPLICATIONS

MTIC should consider working with the relevant ministries to use the B.C. Services Card for secure online access to a service that lists a business's grant history, tracks the status of any grant applications, and allows the user to update the business's contact information.

We are unsure if this is possible, since the users of this service are unlikely to be just sole proprietor businesses. It is unclear how the B.C. Services Card system could be used effectively for businesses with more than one owner and multiple users needing access to the same account.

WORKSAFE B.C.

In addition to the recommendations pertaining to Worksafe B.C. listed under Income Supports and Social Services, we recommend that MTIC work with Worksafe B.C. to enable employers to have online access to the claim records that they are legally allowed to see.

This can only go ahead if confidentiality is maintained, access to the records is only permit-

ted to approved individuals, and existing Worksafe information regulations are maintained.

Recommended Restricted Uses:

When considering linking additional business services to the B.C. Services Card, we recommend that the B.C. government exclude services that meet any of the following criteria:

- The use of the Services Card will not enhance user satisfaction;
- More secure authentication is not required since the system is not subject to significant fraud; and
- Implementation will be costly and offer few benefits.

For example, the following services are already available online without the B.C. Services Card:

- Property tax assessment, history, home-owner grants, title payment, and searches for title ownership information
- Business Services, such as basic business licensing, registering a business's PST number, and many permits, such as filming
- B.C. Bids
- Responses to procurement requests; and
- Independent School process for accessing SET-B.C. services.

HUNTING TESTS

We are opposed to the use of the B.C. Services Card for online hunting tests. These should not be accessible online because it is difficult to ensure the test taker is the correct individual and that they are not receiving help.

CITIZENSHIP SERVICES

Provisionally Acceptable Uses:

ONLINE VOTER REGISTRATION

We urge MTIC to work with relevant agencies to use the B.C. Services Card for online voter registration. This would reach more people than the opt-in version through the Canada Revenue Agency. If linked with the change-of-address fea-



ture described below, it would also improve the accuracy of the voter rolls.

IN-PERSON AUTHENTICATION FOR VOTING

We urge MTIC to work with relevant agencies to use the B.C. Services Card for in-person authentication of identity for the purposes of voting. This would be useful because it would be a more secure way to verify a person's identity and prevent voter fraud.

FREEDOM OF INFORMATION

We urge MTIC to work with relevant agencies to use the B.C. Services Card for online Freedom of Information requests (FOI) (personal, not organizational). This service could include the ability to track the progress of an information request online, and also download the results of the FOI request online.

This would be useful because it would allow a B.C. resident to authorize FOI requests concerning his or her personal information and it would provide proof of B.C. residence, which is required to receive certain free FOI services.

JURY DUTY SELECTION

We urge MTIC to consider using the B.C. Services Card for jury duty selection. This would be useful for several reasons. Current jury duty selection is done based on voter lists. If the B.C. Services Card is used for voter registration, it would allow the list of those eligible for jury duty to be more up-to-date. Second, it would also enable potential jurors to confirm their eligibility or ineligibility online — we believe this is a convenient service.

Additional Caution Recommended:

ONLINE PUBLIC CONSULTATIONS

We recommend that MTIC enable the B.C. Services Card to be used to authenticate a respondent's eligibility to take part in online public consultations. For example, the B.C. Services Card could be used to verify a respondent's geographic location or age. This should only proceed if the B.C. Services Card is only used for authenticating respondents for public, government consultations. Consultations by other organizations should not

be allowed. Further, the anonymity of responses must be guaranteed, and respondents must have the choice not to use the B.C. Services Card.

Recommended Restricted Uses:

ONLINE VOTING

We urge the government not to implement the B.C. Services Card to access online voting. The risk of hacking or electoral fraud is too great, and it also increases the possibility of voter coercion or undue influence. After verifying one's eligibility to vote with the B.C. Services Card, we want to ensure that the process of in-person voting remains completely anonymous.

PAYMENTS

Provisionally Acceptable Uses:

No services listed.

Additional Caution Recommended:

No services listed.

Recommended Restricted Uses:

CREDIT AND DEBIT CARDS

We urge the government not to implement any linkage between the B.C. Services Card and credit card or debit card systems. Personal financial information should not be linked, accessed or facilitated in any way by the B.C. Services Card.

LOADING MONEY

We urge the government not to allow funds to be loaded onto the B.C. Services Card or for the Card to have any monetary value. This would make the B.C. Services Card a target for theft, abuse, and fraud, which would be a particular problem for vulnerable persons.

ADDITIONAL MISCELLANEOUS SERVICES

Provisionally Acceptable Uses:

CHANGE OF ADDRESS

We recommend the use of the B.C. Services Card to authenticate the user to change their address on their combined B.C. Services Card or separate Driver's Licence, and then to choose whether to transfer that information to other service databases. We believe this is a secure and convenient service for B.C. residents.

CRIMINAL RECORDS CHECK

We urge MTIC to enable the use of the Services Card to initiate and authorize online and in-person criminal records checks, which are then sent either to the individual or an authorized third-party (e.g., a school or an employer). This would be useful because it would provide a secure and convenient way of initiating a criminal records check request.

Additional Caution Recommended:

B.C. SERVICES CARD AS SUFFICIENT ID

We recommend that the government promote the acceptance of the B.C. Services Card as sufficient identification, replacing the requirement to show two pieces of identification. This would only be acceptable if the absolute minimal amount of information was provided to those collecting identification. For example, BarWatch would only have access to whether or not a person was of legal age. Location and usage data should not be logged.

Recommended Restricted Uses:

TOURISM, QUEEN'S PRINTER AND

BUILDING INSPECTIONS

We urge the government not to implement the B.C. Services Card for Tourism, Queen's Printer, or Building Inspections. None of these services

require any personal information to be collected or authentication to be provided.

COURT ORDERS

We urge the government not to implement the B.C. Services Card to access and verify court orders (e.g., custody, restraining orders). At this time we see no benefit that the B.C. Services Card could provide.

MOST NON-GOVERNMENTAL OR FEDERAL USES

Our time was mostly spent working through our perspectives concerning uses of the B.C. Services Card by provincial and, occasionally, municipal government agencies. Due to time constraints, we have only reached limited conclusions about the use of the B.C. Services Card by the private sector or by users to obtain services from the federal government. In general, we are less comfortable with these proposals. Maintaining necessary provincial oversight, security, and transparency appears daunting. Some uses (where minimal information is exchanged and no information is stored, such as BarWatch) may potentially be acceptable, but we recommend a focus on learning from the 'onboarding' of B.C. government services during the early years so that sufficient lessons can be learned. Additional public consultations should occur on this issue before moving forward.

AND LASTLY, A REQUEST

The panel kindly requests that the Minister acknowledge and respond to the recommendations of the Panel within 60 days as required by the User Panel's terms of reference. The Panel would also welcome commentary from the Office of the Information and Privacy Commissioner.



Understanding the User Panel Process

The B.C. Services Card User Panel is a body of 35 impartial, randomly selected residents from across British Columbia. Over two full weekends in November 2013, the panel met to accomplish its stated task, which was to “learn about the potential uses of the B.C. Services Card, understand the benefits and the risks associated with the digital service opportunities enabled by the B.C. Services Card, and make recommendations that help the Government of B.C. create digital authentication and digital services that meet the needs and inspire the confidence of all British Columbians.”

The B.C. Services Card User Panel is the lead initiative of the B.C. Government’s Digital Services Consultation. Organized under the auspices of MTIC, the User Panel is complemented by the Open Public Survey and the IdentityNorth Specialist Forum. The User Panel process was designed, organized and staffed by an independent Panel Secretariat, led by the Panel Chair, as set out in the Terms of Reference issued by the Province of B.C. The User Panel’s Terms of Reference are included in the appendix of this report.

SELECTION PROCESS: THE CIVIC LOTTERY

The 35 members of the B.C. Services Card User Panel were selected by civic lottery. A total of 16,500 invitations were sent to randomly selected residences across the province in early October 2013. Each region received a number of invitations roughly proportionate to its population. The invitations were transferable to anyone over the age of 18 living in that residence.

In the letter, Andrew Wilkinson, Minister of Technology, Innovation and Citizens’ Services, invited recipients to volunteer 40 hours over two weekends to meet, learn, discuss, and ultimately propose recommendations regarding future uses for the B.C. Services Card.

More than 725 people responded to the invitation, either volunteering to be part of the panel or sending their regrets but requesting to be kept informed about the process. Elected municipal, provincial, and federal representatives, as well as employees of the Province of British Columbia, were ineligible to apply. From the pool of 393 eligible volunteers, 35 Panelists were randomly selected in a blind draw that balanced three criteria: the selection guaranteed gender parity, matched the age profile of B.C., and broadly reflected the geographic distribution of the province’s popu-



lation. A minimum of one seat was held for an Aboriginal resident and another for a person with a disability.

The candidates' ethnicity, income, educational attainment or other attributes were not factored into the selection process. These attributes typically emerge proportionate to the general population during the lottery. In short, the panel was composed in such a way as to deliver good demographic diversity and to ensure that it was broadly representative of the residents of British Columbia.

OVERVIEW OF THE USER PANEL'S ACTIVITIES

The program of the B.C. Services Card User Panel was held over two weekends in November and was designed to move through three distinct phases.

A learning phase ensured that each Panelist had the opportunity to become better informed about the issues at hand. Twelve experts were invited to participate as guests and offered Panelists important insights.

During the deliberation phase, Panelists worked together to identify guiding values, assess the needs of B.C. residents for online access to government services, and determine priorities for future uses of the B.C. Services Card. In this phase, Panelists were asked not only to bring forward their personal perspective, but to work towards common proposals that were in the best interest of all B.C. residents. Lastly, a third and final recommendations phase required Panelists to work together to explain and justify in detail their shared recommendations.

Weekend #1: November 15 to 17, 2013

The 35 members of the User Panel met for the first time over dinner on Friday night in Vancouver. One member of the panel lived only a few blocks away while others travelled many hours from remote, rural communities.

As they arrived, Panel members were greeted by the facilitation team and presented with a binder containing the orientation and learning materials that they would use for the duration of the panel.

Once everyone was seated for dinner, the chair of the Panel, Peter MacLeod, welcomed the panellists. He gave a brief overview of the process, reminding the panellists that they had a lot to accomplish in just two weekends, and that they would all need to work hard to meet the deadline.

Over dinner, the Panelists chatted informally about their lives and work, and explained why they had decided to volunteer. Six panel members had already participated in the IdentityNorth Specialists Forum, which had taken place earlier in the week. They were keen to share with their new colleagues some of what they had learned.

After their meal, University of Victoria professor Colin Bennett gave the first of twelve expert presentations. A well-regarded scholar on the subject of national identity systems and cards, Professor Bennett urged the Panelists to think carefully about whether the B.C. Services Card was a good solution to the problems it purported to solve. He encouraged the Pan-





elists to keep in mind five questions: Is the type of authentication appropriately matched to the problem that needs solving? Are there simpler, less risky solutions to the problem being described? What is going on beneath the surface of the Services Card program? How is data analyzed and stored? What are the implications for offline access if online services become widely popular? His remarks kicked off a lively question-and-answer session that lasted nearly an hour. It was a strong start to the work ahead.

As the panel's activities would begin early the next morning, the User Panel adjourned shortly before 9:00 P.M.. Those living in the lower mainland had just enough time to head home, get some rest and be back the next day.

On Saturday morning, members of the User Panel arrived at the B.C. Showcase in Robson Square. This would be the panel's home for the next two weekends.

At 8:30 A.M., the panel officially began its work. Shane Pointe, an elder from the Musqueam First nation, blessed the panellists and the proceedings while welcoming them to the traditional territories of his people. Next, Andrew Wilkinson, B.C.'s Minister of Technology, Innovation and Citizens' Services welcomed the Panelists, thanking them for serving on the panel and working on behalf of all B.C. residents. He explained why he and his Ministry were eager to hear the Panel's recommendations. "My foot is on the brake, I assure you," said Minister Wilkinson. "We want to make sure B.C. residents are confident and comfortable with any next steps. Your recommendations are important to this process."

Next, the chair of the panel, Peter MacLeod, provided an hour-long orientation to the process and explained what the members should expect. Together, they reviewed the Terms of Reference they had received from the government. (SEE APPENDIX): MacLeod reminded them that, as representatives of all B.C. residents, their job was "to put themselves in someone else's shoes," and to try to develop recommendations that benefit the province as a whole.

After the orientation, each Panelist took a moment to introduce themselves and share why they had volunteered. Many expressed curiosity and a desire to learn, others a sense of civic responsibility. Though several of the Panelists worked in technology-related professions, the majority of the members were only as familiar as most people are with the technology they use everyday. Like most people, they use email and social media, and have smartphones without understanding much about the underlying technologies.

Next, the Panelists broke into small groups to discuss the different IDs they use in their everyday lives. Panelists showed off everything from grocery reward cards to official emergency response volunteer cards, from credit cards to Certificates of Indian Status. Altogether, the group carried several hundred loyalty and ID cards.

Shortly before 11:00 A.M., Alex MacLennan, Executive Director of Stra-





tegic Design and Transformation at MTIC, made the first formal presentation of the day, describing how the B.C. government could one day offer access to its services online.

Following MacLennan's presentation, Ian Bailey, Chief Technology Officer for the Province of B.C., briefed the Panelists on the design of the B.C. Services Card and the system architecture of the identity management system. Bailey explained why conventional usernames and passwords do not provide adequate security when accessing highly sensitive personal information. He then demonstrated how the card could be used to verify an individual's identity by tapping the card against a card reader and inputting a passcode. He did this while explaining the technology at work 'behind the scenes' and why a central feature of the identity management system was its ability to preserve anonymity while processing highly secure transactions.

Following a quick lunch, Panelists met Dick Hardt, an internet entrepreneur and widely-regarded expert on digital identity and security. Hardt gave a rapid-fire presentation that described digital identity as a transformative 'platform' that would provide B.C. with a tremendous economic advantage and technical edge over other jurisdictions. He encouraged the Panelists to think long-term and see the B.C. Services Card not only as a solution to immediate problems, but as an important piece of high-tech infrastructure.

The final speaker for the afternoon was Micheal Vonn, Policy Director for the BC Civil Liberties Association (BCCLA). In her entertaining and passionate remarks, Vonn argued primarily for caution. While acknowledging the potential value and convenience of the Services Card, she focused on the risks the BCCLA had highlighted in an earlier report to the government. Was the panel confident that the system would work as planned? Would all the promised privacy and security features be implemented—and what if budgets were cut? Personal data is valuable to program and product designers—would privacy protections erode in the face of sustained pressure from those seeking to access this data? Would future governments uphold current privacy protections? The questions she posed stood in sharp contrast to Dick Hardt's presentation, and the panelists responded vigorously, asking several dozen questions of both speakers.

Towards the end of the afternoon, the members once again split into small groups, this time to begin developing their guiding values for the Identity Management Program. With the help of the facilitation team, each group began a spirited discussion, creating long lists of values they believed were important. This would be the first time the Panelists would have the chance to test their thinking against one another. Each group took turns explaining which values they had selected.

Tired from what was already a full day, Panelists took a two-hour break before reconvening for dinner. After dinner, and fortified by coffee, the Panelists heard from three final experts: Ben Shotton, Manager in Driver





Licensing at ICBC, Vincent Gogolek, Executive Director of the B.C. Freedom of Information and Privacy Association, and Dave Nikolejsin, Chair of the Digital Identity and Authentication Council of Canada and Deputy Minister, B.C. Ministry Of Energy and Mines.

Shotton started by describing why ICBC has invested heavily in technology to prevent fraud. The Services Card is a major tool, which he believes will make it far more difficult to defraud the health system, or to produce counterfeit ID cards. Gogolek then discussed the history of the Digital Services Consultation, asking why it had taken a recommendation from the Information and Privacy Commissioner before it had occurred. Nikolejsin explained the rationale for the identity management system, suggesting that the Services Card system would also bring economic benefits if used by businesses. After several rounds of questions, the panel adjourned at 9:00 P.M..

The next morning, the Panelists met again at 8:30 A.M., ready to unpack everything they had heard and discussed the day before.

To get started, the Panelists returned to their groups from the previous day and drafted definitions for the values they had identified. These were collected by the facilitation team and to finalized during the second weekend.

Panelists spent the remainder of the morning discussing and prioritizing which government services they use most frequently, as well as which services they would like to be able to access online.

After lunch, the groups discussed whether they would feel comfortable using the B.C. Services Card to access different online services. Each group sorted their list of online services along a spectrum from 'not at all comfortable' to 'completely comfortable,' while discussing and noting down their concerns and ideas.

Towards the end of the day, the Panelists again took up the question of values, this time discussing which values they felt were important in relation to the online services they had spent the afternoon discussing.

But this was already more than enough. In just two days, the Panelists had covered a lot of ground. Following a quick presentation from each discussion group, the members adjourned until their second meeting two weeks later.

Weekend #2: November 29 to December 1, 2013

The Panelists greeted each other warmly as they arrived for dinner Friday night. They were quick to catch up on news and share the ideas they had had since the first meeting. They also discussed the draft summary report of the IdentityNorth Specialists Forum, which they had each received earlier that week.

Following dinner, the panel members settled in for the first of two final presentations. Charmaine Lowe, Executive Director for the Legislation, Privacy and Policy Branch within the Office of B.C.'s Chief Information Officer, spoke for 30 minutes about the protections built into B.C.'s Free-





dom of Information and Protection of Privacy Act (FIPPA), the role of the Information and Privacy Commissioner, and how FIPPA is periodically amended to keep up with changing technologies. After a two-week break, the members leapt in, asking questions for more than an hour.

The following morning, Panelists took a moment to revisit their Terms of Reference and clarify what they had to accomplish by the end of Sunday. Then Peter MacLeod, the panel chair, walked the group through preliminary findings from the government's online public survey on digital services and the B.C. Services Card. He also walked the panel through 14 key privacy and security commitments that the government had made concerning the B.C. Services Card and the Identity Management Program.

The Panelists then spent thirty minutes completing their discussion concerning digital services values from the previous weekend. With that done, they welcomed Elizabeth Denham, B.C.'s Information and Privacy Commissioner, and their final speaker. Commissioner Denham spent over an hour in conversation with members of the User Panel. She described her responsibilities, powers, and role as an independent officer of the provincial legislature. She thanked the members for their service on the panel, and spoke broadly about why she had recommended that the government consult with B.C. residents. She also reviewed some of the recommendations and concerns her staff had highlighted with regards to the B.C. Services Card and identity management system.

Following the Commissioner's presentation, the Panelists reorganized themselves into six thematic working groups, each focused on a different area of government services: health, transportation, income support and social services, education and libraries, business, licenses and taxes, and miscellaneous services (which included 'citizenship' and 'payment' services).

Reviewing each service in careful detail and considering the risks and benefits associated with using the card, they sorted the services in their group into three categories: Provisionally Acceptable Uses, Additional Caution Recommend, and Restricted Uses.

After lunch, each group presented its most important preliminary conclusions, and received feedback from the rest of the User Panel. After integrating this feedback, each working group focused on identifying actions that the government could take to increase public confidence in the B.C. Services Card's digital authentication features. Some of the measures the Panelists proposed were specific to their area of focus, which others were 'universal,' and were intended to apply to all services.

Before wrapping up for the afternoon, each group presented their progress and received feedback from the User Panel as a whole. After a two-hour break, the group reconvened for dinner, where members had an opportunity to talk candidly with one another about the progress they'd made and the direction that the panel's recommendations were taking.

The next morning, the panel reconvened for their last day and quick-





ly set to work putting their recommendations on paper. While more than half the panel members remained in their services-themed working groups, other members split off to form three new teams: one to draft the panel's introductory remarks, one to finalize the two sets of guiding values (for digital services and the identity management system respectively), and one to take responsibility for reconciling all the 'Universal Confidence Measures' generated the day before.

The Panel's Chair provided a few tips for how to structure their recommendations, and as the morning progressed each group worked diligently to integrate the feedback of other members and reach consensus. Two hours later, everyone paused to listen to extensive updates from each of the groups, and to flag any remaining issues or objections. At this point, several recommendations were rejected by the panel and were either dropped or significantly revised. This was in keeping with the spirit of the process and proved how effective good collaboration could be.

The User Panel worked through lunch, aware that John Jacobson, the Deputy Minister of Technology, Innovation, and Citizens' Services, would be arriving shortly to listen to the final reading of their draft report. As the clock counted down the final minutes, each group completed its task. Next they took turns reading out the different sections of the report in the order in which they would appear when it was printed. A sense of real accomplishment and pride filled the room as the final words of the report were read.

Now it fell to the panel chair to remind everyone that they would continue to have the opportunity to revise this first draft across email over the coming weeks. John Jacobson thanked the Panelists for their dedication and hard work. He then presented each panel member with a Certificate of Public Service and officially closed the meetings of the B.C. Services Card User Panel.

NEXT STEPS

After braving poor weather and long travel delays on their journeys home, the Panelists worked by email and phone to finalize and approve the Final Report of the B.C. Services Card User Panel. Their Report was then submitted to government before the December 31, 2013 deadline.

The Province of B.C. has committed to responding to the recommendations of the User Panel within 60 days of receiving the final report. The government will also compile feedback from the IdentityNorth Specialist Forum and the Open Public Survey as part of the Final Report of the Digital Services Consultation.





APPENDIX

SUPPORTING OPINIONS

All perspectives were welcomed and encouraged during the proceedings of the User Panel. This section is reserved for those panel members who endorsed the findings of the final report but felt compelled to include their own commentary or points of disagreement with the consensus position.

A. I want to take a moment to reiterate some key points that I think are especially important. I am one of the older members of the User Panel. I think people like me will be especially uncomfortable with moving too quickly to add in lots of services to the Services Card. Younger people may be more comfortable with the government moving more services online. But I think it's very important that the government only start with some very basic things, and to be very cautious. five or ten years from now, the government will have a better sense of how this works, and people will be more comfortable. Just because we spent time talking and thinking about lots of different service ideas, doesn't mean that we recommend that the government does everything that we deemed acceptable. Instead, I think you should pick a few services that are especially valuable and start there, and then see how it goes. —*Klaus Voigt*

B. As a participant in the B.C. Services Card User Panel, I generally endorse the findings of the final report as representing the consensus of the Panel. I do wish to make an additional recommendation to the provincial government that I did not have the opportunity to discuss with my fellow Panelists.

For full disclosure, it should be noted that I work as a Sr. Web Analyst, using website ("web analytics") data to understand website usage and make websites easier to use for visitors and more effective for clients. I believe that the use of such data is critical to enable the continuous monitoring and improvement of the B.C. Services Card digital services that are requested by the Panel. I also believe that it is possible to balance the need for improvement with the strong desire for privacy made clear by the Panel. I believe that the following recommendation, in my personal and professional opinion, strikes such a balance and in fact provides stronger protection than is in place in most public institutions today:

"It is recognized that web analytics tools are commonly used to monitor usage and success of web properties and improve online services for citizens. This usage remains acceptable as long as web analytics data from provincial websites that use the Services Card remain separate, and that no personally identifiable information (PII), including IP addresses, be passed to web analytics tools. Web analytics tools should not be used to combine website

with offline usage data. B.C. provincial website privacy policies must be transparent about the use of web analytics technologies, and make clear the ability for the public to opt-out of web analytics tracking. Access to provincial web analytics data should be justified. Further, analysts that have access to provincial web analytics data must be signatories to the Digital Analytics Association Code of Ethics (www.digitalanalyticsassociation.org/code-of-ethics) or adhere to similar principles as defined by the Office of the Privacy Commissioner." —*Bryan Robertson*

C. I agree wholeheartedly with the report that my fellow members and I put together. Due to limited time, we did not have the opportunity to discuss every potential item in detail and reach agreement. Because of this, I would like to put forward the following two recommendations:

(1) As a Panel commissioned to represent the opinions and concerns of all those in the province, one area that we were not able to fully discuss are issues related to various organized religions. People of faith often hold strong beliefs, values and convictions, which translate into sacred practices, rites, and customs. To protect peoples' rights to practice their religion and to be free from discrimination, it is incumbent on the government to include religious representatives in dialogues about complex issues. For this reason, I am recommending that the government of B.C. consult with religious organizations in the province prior to moving forward with the B.C. Services Card, in order to allow them the opportunity to raise any potential concerns they may have.

(2) During the panel deliberations, we heard many expressions of concern over the protection of privacy. We heard experts explain the methods and technology that the government developed in order to provide the services we want in a secure manner, but they admitted that no system is 100% secure.

Each of us should share the responsibility to help make the system secure. We need to accept responsibility for the way we use computers, the software that we allow on our computers, the people we share our computers with or even allow in the room while we are using our computers, and the way we use smartphones. We, as residents, also need to be responsible about how we handle our B.C. Services Cards or the hardware devices we use with them.

That said, other parties beyond government are implicated in the security of the B.C. Services Card system, including the operating system software providers, the internet access providers, and the developers of the firmware built into the computers, routers, and internet servers. Some of these parties, through their practices and policies, have the ability to impair or even negate secure access to government services online. It is in the interest of the government and citizens alike that this segment of the digital system is trusted and trustworthy.

In this digital age the B.C. government needs to take the lead to ensure that businesses operating in the province are regulated and monitored to ensure that the integrity of the system is built and maintained in a way that is in the best interests of the public. For example, some of the contracts or consent forms that B.C. residents sign with the companies that provide Internet



or online services may diminish our basic privacy and access rights. These should be unenforceable if they do, and cancellation clauses may need to be put in place to void ongoing abuses. Thus, I recommend that the B.C. government, in this digital age of online government and non-government services, develop a new set of 'Consumer and User Protections' that ensure public good is enhanced, not diminished, by emerging technologies, and that businesses are prevented from compromising our access and privacy rights. We need to be able to trust that the entire digital system will enable secure and reliable access to government services with the new B.C. Services Card, and in the process can improve online services more generally. I believe that this will require the development of new provincial regulations by several ministries working together, and hope the government will take action on this issue. —*Dan Hall*

PRESENTERS

Professor Colin Bennett: Department of Political Science, University of Victoria, B.C., Canada. Colin Bennett received his Bachelor's and Master's degrees from the University of Wales, and his Ph.D from the University of Illinois at Urbana-Champaign. Since 1986, he has taught in the Department of Political Science at the University of Victoria, where he is now Professor.

His research has focused on the social implications of new information technologies, and on the development and implementation of privacy protection policies at the domestic and international levels. In addition to numerous scholarly and newspaper articles, he has authored or edited six books.

He has completed policy reports on privacy and data protection for the Canadian government, the Canadian Standards Association, the Privacy Commissioner of Canada, the European Commission, the UK Information Commissioner, and others.

Andrew Wilkinson: Minister of Technology, Innovation and Citizens' Services. Andrew Wilkinson was elected MLA in the riding of Vancouver-Quilchena in 2013, and was appointed the Minister of Technology, Innovation and Citizens' Services on June 10, 2013.

He is a former deputy minister of the British Columbia Ministry of Economic Development, where he had responsibility for economic issues, trade, and tourism. He also served as deputy minister for Intergovernmental Relations in the Premier's Office for two years.

Prior to his election as MLA, Wilkinson worked as a lawyer in the Vancouver offices of a major national law firm, where he had a special interest in green renewable energy development. Prior to being called to the bar, Wilkinson was educated and licensed as a physician. He lived and worked as a doctor in Campbell River, Lillooet, and Dease Lake.

He has also served as president of the BC Civil Liberties Association and president of the British Columbia Mountaineering Club, and president of the BC Liberal Party.





Alex MacLennan: Executive Director, Strategic Design and Transformation, Ministry of Technology, Innovation and Citizens' Services.

In his current role, Alex is leading the development of the B.C. government's Digital Service Strategy.

Alex MacLennan has worked in different facets of service delivery for 20 years, and brings a background in strategic planning, business transformation, information technology, and citizen-centric service delivery. Over the last eight years with the B.C. Government he has led and supported the design, development and implementation of online and telephone services. He assists ministries in understanding the current trends in service delivery and how to incorporate those trends into their planning and design. He is passionate about public service, service innovation, digital strategy, and motivating change in organizations by showing how different ways of working and governing can drive better services and engagement for citizens.

He lives in Victoria, B.C., with his wife, their two sons and an enormous cat. In his free time he enjoys being a participant, rather than competitor, in triathlons. He likes to relax by reading or by playing the bagpipes, which is slightly less relaxing for his family

Ian Bailey: Chief Technology Officer, Province of British Columbia.

Ian Bailey has 28 years of experience in Information Technology and Information Management. After graduating from the University of Victoria with a degree in Computer Science, he spent 10 years developing software in the oil & gas industry, designing submarine detection systems and ultrasonic inspection technology for the Department of National Defence, and Health-care solutions for the Province of British Columbia.

In 1993, he joined the B.C. government and has helped Shared Services B.C. and the Office of Chief Information Officer in developing shared services and corporate solutions. He is a thought leader in the development of the Pan-Canadian Identity Management Strategy and the B.C. Services Card solution for the Province.

Dick Hardt: Internet Entrepreneur and Digital Identity Expert.

Dick Hardt is a successful entrepreneur and technology expert. He is the founder of several business ventures and has been active in commercial software development since 1986 when he left the University of British Columbia.

He is very involved in the technology community, speaking at numerous conferences, and has been interviewed extensively and cited in numerous publications. He is an expert in online data and identity management.

Micheal Vonn: B.A., LL.B., Barrister and Solicitor, Policy Director of the BC Civil Liberties Association. Micheal Vonn has been an Adjunct Professor at the University of British Columbia in both the Faculty of Law and the School of Library, Archival and Information Studies where she has taught civil liberties and information ethics. She is also a regular guest





instructor for UBC's College of Health Disciplines Interdisciplinary Elective in HIV/AIDS Care and was honoured as a recipient of the 2010 AccolAIDS award for social and political advocacy benefitting communities affected by HIV/AIDS. She is a frequent speaker and media commentator on a variety of civil liberties topics including privacy, national security, surveillance and free speech. She is an Advisory Board Member of Privacy International.

Ben Shotton: Manager in Driver Licensing at the Insurance Corporation of British Columbia (ICBC). Ben Shotton is a Manager in Driver Licensing at the ICBC. His areas of responsibility within the Crown Corporation include the Facial Recognition Unit, the Special Investigations Unit (Licensing) and the quality assurance for the Enhanced Driver Licence and Identification Cards, which are used to travel between Canada and the United States by land or sea.

He has been involved in the Facial Recognition program since its inception in November 2008 and is an advocate for programs that improve the integration of the databases that aid the deterrence of fraud. He is familiar with the requirements and views of the Information and Privacy Commissioner and ICBC in privacy and security.

He was a member of the RCMP for 23 and a half years before joining ICBC in 2001.

Vincent Gogolek: Executive Director of the B.C. Freedom of Information and Privacy Association. Vincent Gogolek was called to the Bar in Ontario in 1987 and has degrees in Law (University of Ottawa) and Journalism (Carleton), and a diploma in International and Comparative Politics from the London School of Economics. His work history includes stints in journalism, law, and intergovernmental affairs. He has worked for legal aid in B.C. and Ontario, and has been Policy Director of the B.C. Civil Liberties Association.

Dave Nikolejsin: Chair of the Digital Identity and Authentication Council of Canada and Deputy Minister, B.C. Ministry Of Energy And Mines. Dave Nikolejsin was appointed the Deputy Minister of the Ministry of Energy and Mines on June 10, 2013. From October 2012, he was the Associate Deputy Minister of the Environmental Assessment Office. Since July 2005, he has served as Chief Information Officer for the Province of British Columbia and was appointed Associate Deputy Minister in October 2010.

Earlier in his career, Dave spent two years as the Assistant Deputy Minister responsible for the Network B.C. initiative. Through his leadership in this project, he played a pivotal role in bridging the digital divide by connecting many rural and remote communities in British Columbia to high-speed broadband.

He has a strong technical background, and spent nearly 20 years working in management positions of progressively more responsibility, both in





the B.C. government and with SaskTel in Regina, Saskatchewan. He is also Chair of the Digital Identity and Authentication Council of Canada.

Charmaine Lowe: Executive Director, Legislation, Privacy and Policy Branch, Office of the Chief Information Officer, Ministry of Technology, Innovation and Citizens' Services. Charmaine Lowe is responsible for developing strategies and overseeing changes to Information Management and Information Technology legislation and policy. For the last eight years, she has led the development of identity information policy and privacy strategies for the B.C. Government, as the Policy Architect for the B.C. Government's Corporation Authentication Project, as B.C.'s representative on the Pan-Canadian Identity Management and Authentication Task Force, and currently on the B.C. Services Card Project.

She previously worked for the Information and Privacy Commissioner of British Columbia for eight years, mediating access to information disputes between the public and government bodies, investigating privacy complaints, organizing and delivering training seminars, and handling media relations.

Elizabeth Denham: Information and Privacy Commissioner for B.C.

Elizabeth Denham was appointed Information and Privacy Commissioner for British Columbia in May, 2010. She has led the Office to adopt a proactive approach to the monitoring and enforcement of B.C.'s access and privacy laws. She has led investigations into several high-profile privacy breaches and has completed systemic reviews that examine the impact of new and emerging technologies on privacy. A proponent of open government and open data, She has called for the proactive disclosure of records, and a legislated duty to document key actions and decisions of government. Prior to her appointment in British Columbia, she served as Assistant Privacy Commissioner of Canada (2007-2010) and as Director, Private Sector, for the Office of the Information and Privacy Commissioner of Alberta (2003-2007).

John Jacobson: Deputy Minister, Ministry of Technology, Innovation and Citizens' Services. John Jacobson was appointed Deputy Minister, Ministry of Technology, Innovation and Citizens' Services, Province of B.C., on June 10, 2013.

He comes to government from the B.C. Innovation Council (BCIC) where he held the position of President and CEO.

He is a seasoned British Columbian entrepreneur and business leader with a track record of identifying new business opportunities and bringing innovative products to market. He got his start as an entrepreneur as the co-founder of a manufacturing company in North Vancouver in 1979 and he has not looked back since.

Prior to joining BCIC, he was President and Chief Executive Officer of Monexa Technologies Inc., where he led the transformation of the pioneer-





ing internet service provider into a leader in billing and payment services in the cloud. Before Monexa, he held leadership roles at Offshore Systems International (OSI Geospatial), MacDonald Dettwiler and Associates, and PSC Group.

PROJECT PARTNERS

About the Ministry of Technology, Innovation and Citizens' Services

The Ministry of Technology, Innovation and Citizens' Services is a centre of expertise for the planning and support of public service delivery with a clear mandate to transform how citizens and clients interact and receive services from government. The ministry also works to accelerate the growth of technology companies and advance economic development in the province by working with industry in B.C. to attract and retain entrepreneurial talent and promote the commercialization of technology. The Minister also oversees the Knowledge Network Corporation, which delivers quality educational programming that is relevant and accessible to all citizens.

The ministry is a leader in citizen-centred service delivery as demonstrated through the development of Citizens @ the Centre: B.C. Government 2.0, a strategy to enable the B.C. Public Service to deliver more effective and accessible services for citizens. The ministry helps ensure citizens are informed about government policies, programs, and services in an open and transparent manner, investigates and promotes new approaches to online services, supports the provision of more government data to citizens and the release of more information about government decisions, and helps other ministries engage directly with citizens on issues and decisions made by government.

About MASS LBP

MASS LBP is a new kind of advisory firm that works with forward-thinking governments and corporations to make better decisions while deepening and improving their efforts to engage and consult with citizens. Fundamentally we believe in people. Given the opportunity to participate in a thorough, fair, and inclusive process, citizens are ready to provide constructive advice, offering officials the intelligence, perspective, and sensitivity that difficult public issues require.

Since 2007, MASS LBP has led some of Canada's most original and ambitious efforts to engage citizens in tackling tough policy options while pioneering the use of Civic Lotteries and Citizens' Reference Panels on behalf of a wide array of clients.





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Terms of Reference for the B.C. Services Card User Panel

The Province wants to ensure a strong and legitimate public process to support the development of digital services and the implementation of the B.C. Services Card identity management service.

We have two basic objectives:

1. We must learn more about the needs and values of British Columbians with respect to the Province's approach to digital services and the identity management program so that we can meet those needs and values.
2. We want British Columbians help us understand how to ensure confidence in the Province's approach to digital services and the identity management program.

As these tools evolve, the Province understands the need for an ongoing discussion with British Columbians. The B.C. Services Card User Panel will help open this conversation.

Tasks

The Province asks the Panel to take on the following tasks:

1. Help develop the Province's approach to digital services, recommending guidelines and actions that will ensure citizens' confidence in digital services and the B.C. Services Card.
2. Recommend principles and priorities for the design and implementation of digital services and the next phase of the provincial identity management program.
3. Receive input from stakeholders, experts and the public, especially with respect to the opportunities and risks associated with pursuing digital services enabled by the card.
4. Make recommendations by no later than December 31, 2013.

Key Questions

The Province has identified key questions for the Panel:

- Where should the Province focus its efforts in using the B.C. Services Card to create new kinds of digital services, and why?
- How can the Province balance privacy, security, cost effectiveness and convenience in the design of key features of the B.C. Services Card. Examples of these features include how to reset forgotten passwords and how to manage transaction history records.
- What guidelines and actions will ensure citizens' confidence in the B.C. Services Card, and in the digital services that take advantage of the opportunities the Card creates?
- How should the Province explore using data created from digital ser-

vices to improve policy and services?

- What would it mean for B.C.'s identity management service to be used by organizations that aren't part of government?

Constraints

The Panel's scope of influence is significant. It will help define short and long term implementation of the B.C. Services Card in areas as diverse as transportation, health, education and social services.

It is important to note that the focus of the Panel will be your recommendations for the future use of the B.C. Services Card and digital services. The Panel will not be mandated to eliminate the choice for a combined B.C. Services Card and B.C. Driver's License, or to eliminate the identity management program.

Recommendations that may propose a delayed or limited rollout of the system are acceptable as are recommendations for an accelerated rollout, subject to budget and time constraints.

Deliverables

A final report that includes:

- A summary of the discussion from the learning, deliberation and recommendation phases of the Panel;
- A summary of the public, stakeholder and expert input considered by the Panel;
- Recommendations in the areas prescribed above; and,
- Lessons learned from the process, including reflections from Panel members, stakeholders, experts and members of the public.

Panel Formation

- The Panel will be randomly selected, and balanced for age, gender and geographic representation. At least one seat will be reserved for an Aboriginal person, and one seat for a person with a disability.
- The Panel will be supported by a staff independent from government.
- Members will be selected by November 1ST, 2013
- Members' first meeting will be November 15TH, 2013
- Members' final meeting will be November 29TH, 2013

Role of the Moderator

An independent moderator will lead the Panel Meetings. The Moderator is charged with the following responsibilities:

- Determining the learning program for the Panel.
- Involving stakeholders and experts representing a variety of interests who will present directly to the Panel.
- Providing publicly available information about the Panel Meetings.
- Managing submissions from interested parties on behalf of the Panel members.
- Guiding the discussions of the Panel towards a successful completion of the task referred to it by the Province.

- Writing the final report, ensuring recommendations are supported by Panel Members and are within the Panel mandate.
- Managing the process in case of exceptional circumstances, such as the withdrawal of a Panel member.

The Moderator may seek advice on any of these matters, including advice from the Province. However, the Moderator is empowered to make the final decisions on these matters.

Responsibilities of the Panel Members

Panel Members are expected to agree to the following responsibilities:

- Attend each day of the two weekends of Panel Meetings;
- Think of themselves as representing the perspectives and interests of all B.C. residents;
- Treat each other with respect and take an active and serious role in the Panel Meetings; and,
- Work together toward a strong consensus in their recommendations.

Role of the Provincial Government

The Panel will provide its final report and recommendations to the Minister of Technology, Innovation and Citizens' Services.

It is expected that the Province provide information and expertise to support the Panel members. The Province will also provide advice about how the Panel's recommendations can be positioned to be.

Once the final report is received, the Province will respond to the recommendations within 60 business days.

Concurrent Processes

In addition, the Province will be supporting two other processes that will feed into the discussions of the Panel. These include:

1. Open Public Input — British Columbians across the province will be invited to share their questions, concerns, and ideas on possible digital services that use the B.C. Services Card.
2. Specialists' Forum — Experts in privacy, security and technology as well as representatives of and advocates for key population groups will be invited to discuss the design elements of the B.C. Services Card.

Their work will help the Panel reach its recommendations.

Information from these concurrent processes will be presented to the Panel during the November 29TH - December 1ST meetings.







Recommendations from the
**B.C. Services Card
User Panel**

Final Report | December 2013
Prepared for the Ministry of Technology, Innovation and Citizens' Services

