

Agenda Item

BC Services Card

Issue: This is an information item, s 16
s 16 on the BC Services Card.

Anticipated Outcome

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Position of Other Jurisdictions

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Key Points

- The BC Services Card is a chip-enabled card intended to enable citizens to prove who they are on the Internet, so they can securely access government services online.
- It is meant to improve people's access to services. To transform the way governments deliver services, we need to be able to address how we show ID (or prove who we are) when online.
- Since the BC Services Card was launched, February 15, 2013, over one million cards have been issued to British Columbians.

- Before the card was launched, the Office of the Information and Privacy Commissioner reported that the card issuance program had appropriately-designed privacy and security provisions.
- The Office of the Information and Privacy Commissioner also recommended that the government hold a public consultation prior the launch of any services being made available digitally through the card.
- The Ministry of Technology, Innovation and Citizens' Services conducted a public consultation in Fall 2013 on how to build trust around the digital use of the BC Services Card and learn more about citizens' needs and values for digital service.
 - Overall, the public consultation reinforced the design principles of the BC Services Card and its digital use. The public consultation also provided strong recommendations to start slow, bring on services of value to citizens and demonstrate service capabilities and transparency around security and privacy controls.
- BC plans to continue to work closely with the Office of the Information and Privacy Commissioner on the next phase of the BC Services Card program, the authentication service. The authentication service is to be complete in late spring, enabling government programs to deliver secure access to high-value services online.

Background and Analysis

- The BC Services Card replaces the current BC Care Card, and can be combined with a BC Driver's licence.
- BC amended the *Freedom of Information and Protection of Privacy Act* to give the Ministry of Technology, Innovation and Citizens' Services authority to collect and manage identity information on behalf of the BC Services Card program. Amendments were also made to the *Motor Vehicle Act* and the *Medical Protection Act* to provide joint authorities to issue the BC Services Card.
- The 5 year roll out of the new BC Services Card aligns with the existing 5 year BC driver's licence and BC identification card renewal cycle.
- Issuance of the BC Services Card is delivered as an integrated program by the Ministry of Technology, Innovation and Citizens' Services, the Ministry of Health and the Insurance Corporation of British Columbia (ICBC).
- The total estimated cost of the BC Services Card program across the three BC partner agencies is \$150 million in operating costs over six years and an additional capital cost of \$10 million.
- The public consultation on the BC Services Card and Digital Service delivery concluded December 31, 2013:
 - The consultation process provided feedback and recommendations on the design principles and priorities for services that could be accessible by the BC Services Card.
 - Government's report-out on the consultation process, the recommendations provided, and next steps are to be made public by the end of March 2014.