

Ministry of Government and Consumer Services
Information, Privacy and Archives Division

Metadata and Privacy: The Ontario Government Context

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October 4, 2021

Purpose

- To provide an overview of the Ontario Public Services' (OPS) utilization of metadata and to outline privacy protective practices, procedures and safeguards that have been implemented.

Information Ecosystem

The Government of Ontario has many channels through which information is made available to its citizens.

Provides public access to Government Publications

Government Libraries

Publications Ontario

Provides online public access to recent Government information

Freedom of Information Services

Ontario.ca

Open Data Catalogue

Open Information

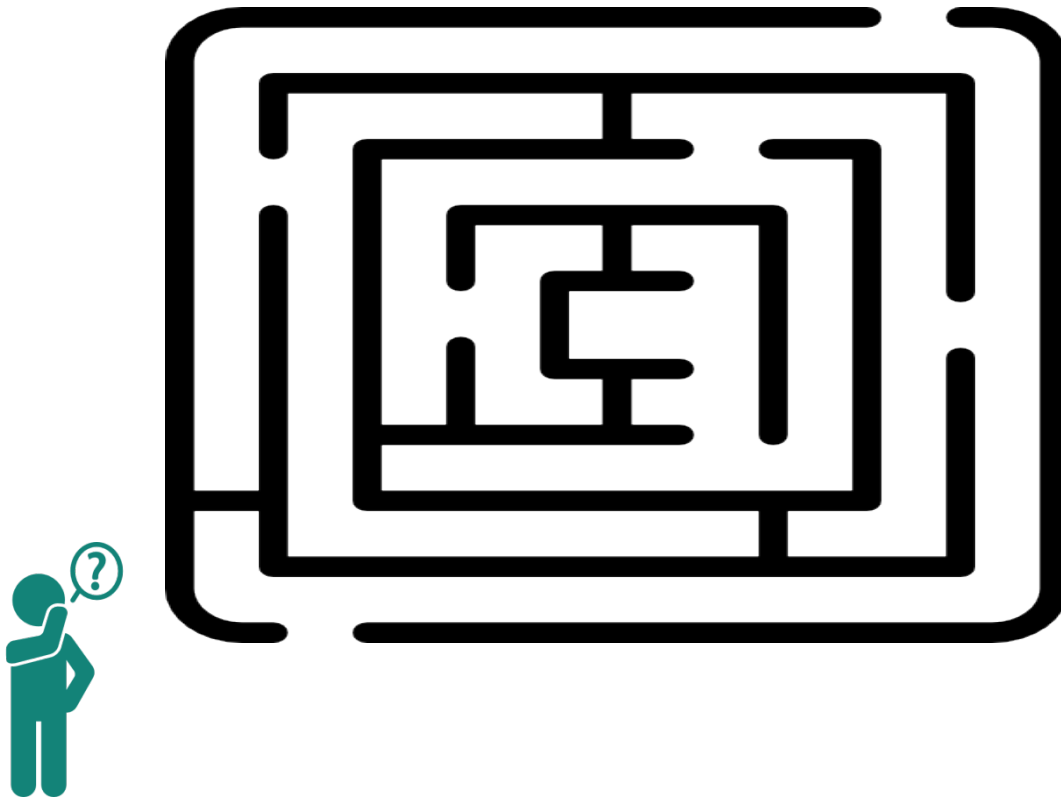
Provides public access to historic Government information

Archives of Ontario

Land Information

The Opportunity

A dispersed landscape makes it challenging for the public and Ontario Public Service to find the information they want.



Drivers

The Government of Ontario is making life easier for the people of Ontario by delivering simpler, faster, and better services that Ontarians expect.

Ontario's Digital First Strategy takes a whole-of-government approach to transformation by:

- Delivering better services by transforming services from the inside out so that they are simpler, faster and better for less.
- Removing internal red-tape and incentivizing practices that support digital government.
- Updating outdated legislation and policies to enable people-centred and data-driven government services.

The Simpler, Faster, Better Services Act (SFBSA) improves government services by:

- Setting principles for all government services and the proactive release of non-sensitive government data.
- Institutionalizes new ways of working so that government services are easier to use, trustworthy, accountable, efficient and effective.

<https://www.ontario.ca/laws/statute/19s07>

Governance, Accountability and Protections

Access and/or Privacy Office

- Policy expertise related to the Freedom of Information and Protection of Privacy Act, and other legislative requirements for privacy and access to information.
- Strong collaborative relationship with the Office of the Information and Privacy Commissioner of Ontario (IPC).
- Operational experience with managing access requests and privacy breaches.

Data Analytics

- Expertise drawn from within ministries and/or vendors.
- Continually maturing data governance program to ensure data and analytics activities adhere to a set of frameworks, standards and protocols to manage information responsibly under the custody and control of the data warehouse environment.

Information and Information Technology Clusters (I&IT) Architecture Governance and Cybersecurity

- Knowledge in infrastructure security best practices, threat risk assessment.
- Responsible for architecture review process.
- Subject matter expert in GO-ITS Standards.

Governance, Accountability and Protections

In the Government of Ontario, there are privacy safeguards, policies and procedures that protect data.

- Program Privacy Impact Assessment (PIAs) and mitigation plans
- Records management best practices
- Privacy breaches protocols and reporting
- Training, tools and resources

There are three main standards that pertain to metadata.

- GO-ITS 46: Common Metadata Elements Standard
- GO-ITS 43: Web Metadata Standard
- GO-ITS 72: Geospatial Metadata Standard

There also is a Metadata Standards Working Group comprised of the Archives of Ontario, and Ontario ministries.

<https://www.ontario.ca/document/freedom-information-and-protection-privacy-manual>

<https://www.ontario.ca/page/information-technology-standards>

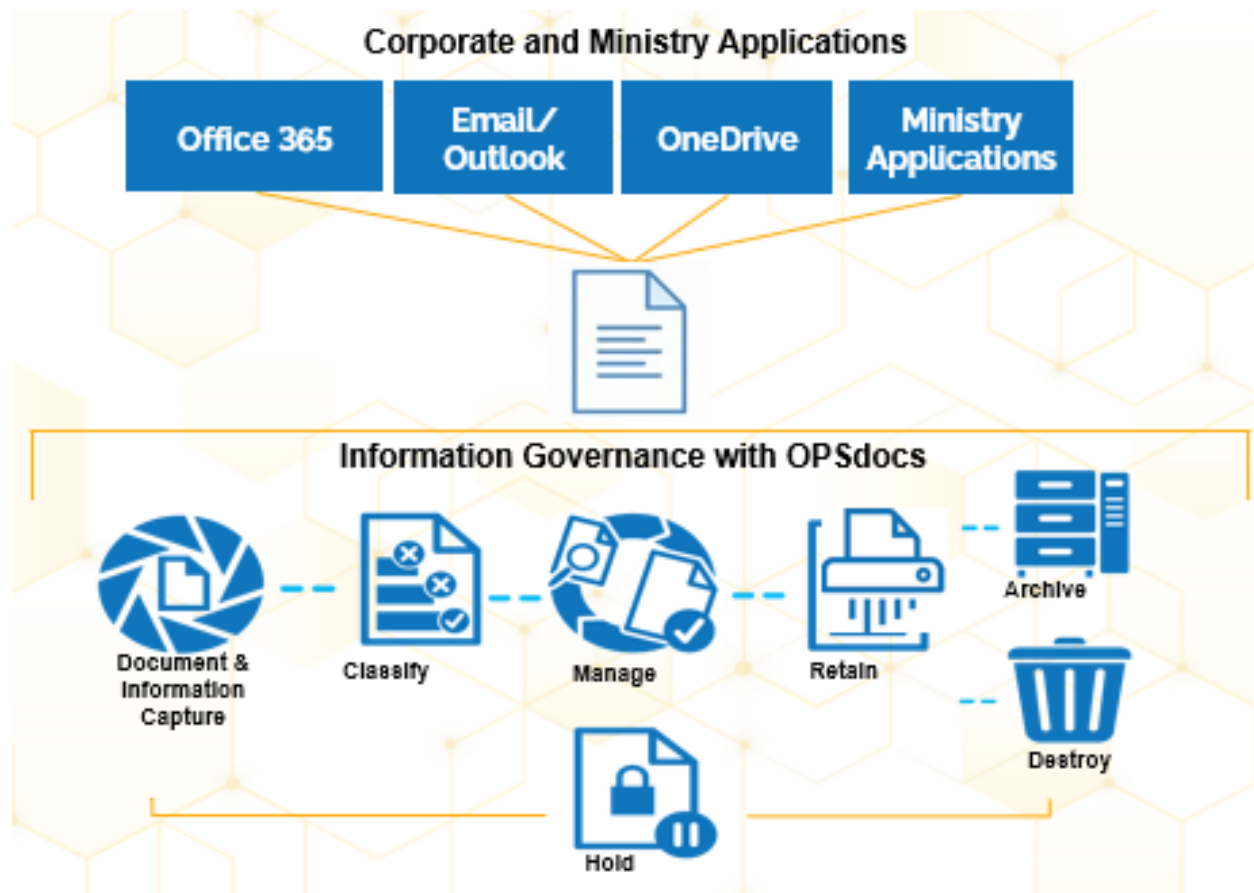
GO-ITS 46: Common Metadata Elements Standard

Adaptation of the Dublin Core Metadata Standard with 'refinements' to elements, encoding schemes, comments, definition and usage examples

- No crosswalks to other commonly used metadata standards
- Elements are all top level (flat, no relations)
- XML Usage includes inconsistent examples and does not prescribe format
- Schema instances references are not prescribed and often do not exist
- Document structure makes it hard to read
- To continue with Dublin Core, these refinements require their own schema (not defined)
- Current elements do not provide for function-based records classification
- No relational data model

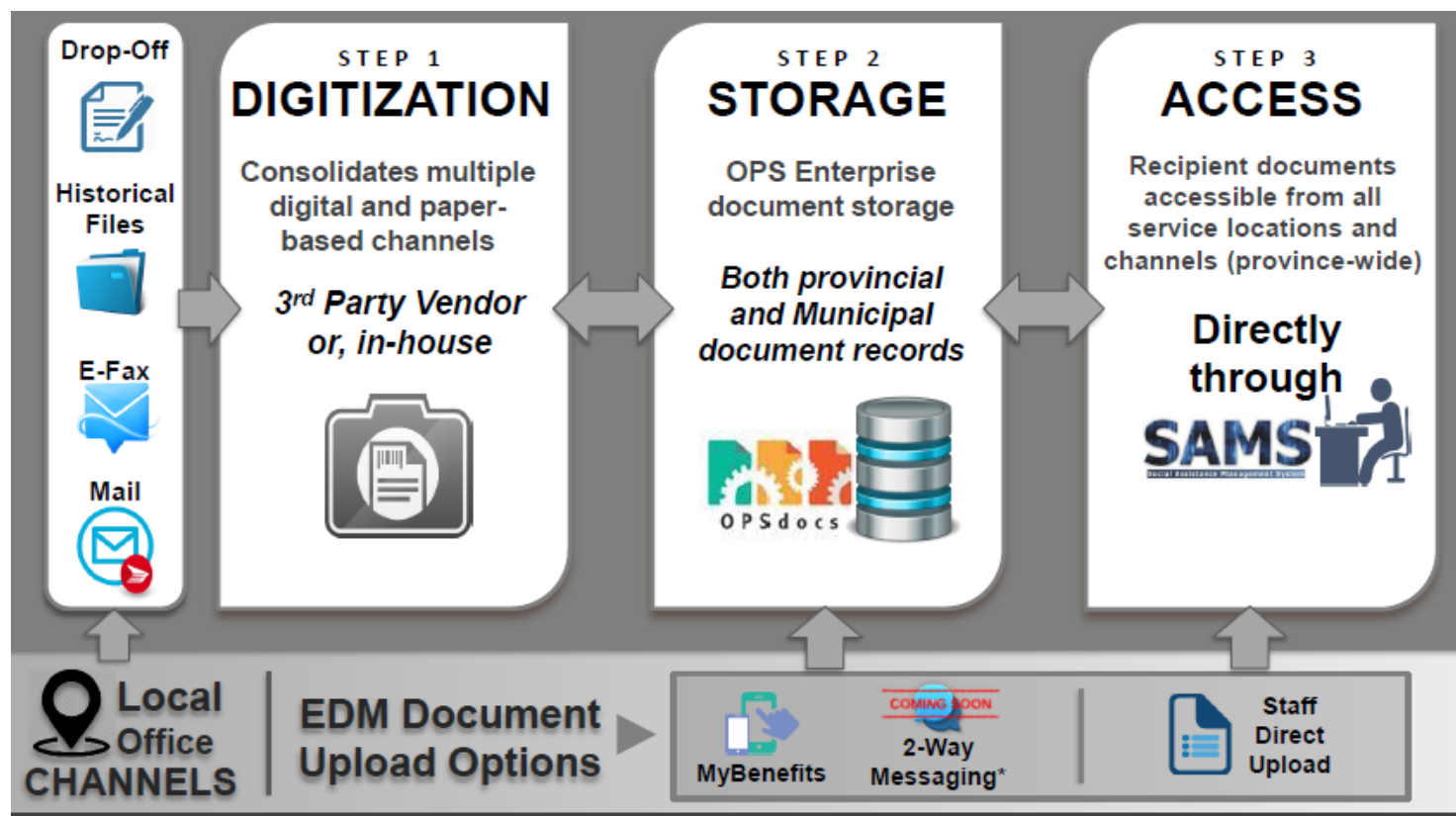
End to End Digital Lifecycle

The OPS has an Enterprise Content Services platform that provides secure web services for system-to-system integration with its records and document management repository.



Metadata In Action

The Electronic Document Management (EDM) model was developed as part of the Ministry of Children, Community and Social Services (MCCSS) Social Assistance Reform mandate.



Metadata In Action – Cont'd

The Electronic Document Management (EDM) model has the following benefits:

- **Strengthened Program Integrity**
 - ✓ Incorporates automation of program rules for document
 - ✓ Documents auditability and performance management
 - ✓ Consolidations/streamlines document channels
- **Enhanced transparency and accountability**
 - ✓ Government recordkeeping practices in the digital environment
- **Increased Program Access and Usability**
 - ✓ Expands service access and increase service channels
 - ✓ Electronic access to social assistance recipient documents

Metadata In Action

The Electronic Document Management (EDM) model has the following benefits:

- **Introduced Service System Efficiencies**
 - ✓ Reduced paper handling, administrative work
 - ✓ Increased focus on high impact client centred activities
 - ✓ Allows for real-time transfer of social assistance documents
 - ✓ Allows for savings and time efficiencies
 - ✓ Strengthens and automates record management process
- **Functional Integration**
 - ✓ Delivers scalable and adaptable solution that supports future enterprise needs
 - ✓ Allows for government service channel integration

Next Steps

- The OPS continues to explore opportunities to enable more digital services for Ontarians in a privacy protected and secure manner.
- The OPS continues to work with internal and external stakeholders for ongoing discussions for appropriate next steps.
- Ontario is working to strengthen transparency and accountability by improving access to information and the responsible use of personal data.

Questions

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