2002
Government On-Line
Public Report

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Canada

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Preamble

The information age and the advent of the Internet is dramatically changing the way Canadians do business and communicate. The Government of Canada recognizes the importance of information technology and the vast benefits of providing information and services to Canadians on-line. In the October 12, 1999 *Speech from the Throne*, the Government committed to become a model user of information technology and the Internet. In keeping with this commitment the Government has set a target of putting the most frequently used services on-line by 2005.

Government On-Line (GOL) is the Government's plan to change the way that the government interacts with its citizens and businesses by using technology.

GOL is a key component in the federal government's plan to improve service delivery to Canadians by providing better access and seamless entry to a full range of government services and institutions.

To ensure the achievement of these service improvement goals, the implementation of GOL is guided by the following basic principles:

- ▸ Client driven services
- ▸ Convenient and accessible
- ▸ Consistent
- ▸ Responsive
- ▸ Private and secure

Indian and Northern Affairs Canada (INAC) is committed to the GOL Initiative.

The Department's GOL plans are contained in the *INAC 2002 GOL Public Report*. This report provides an overview of this initiative within the Department and describes planned action for each INAC GOL service.

Overview

Indian and Northern Affairs Canada (INAC) remains committed to delivering timely, accurate, and relevant information and services to our clients and partners through all delivery channels, including the Internet.

The Government On-Line (GOL) Initiative has made it possible for the Department to seize the opportunities provided by the Internet to transform our services and the way we provide them to our clients and partners.

INAC's objects for service transformation include:

- making First Nations, Inuit and Northerners aware of INAC's commitment to improve services by providing a choice of delivery channels,

- building awareness of the benefits of electronic service delivery and of the re-engineering process,

- providing First Nations, Inuit and Northerners with the information they need to get involved in the design process and encourage them to do so, and

- encouraging First Nations, Inuit and Northerners to use the electronic channel to access INAC information and services.

In 2002, under the direction of the Treasury Board Secretariat, the Government of Canada departments reviewed their services identified under GOL. As a result, some services were re-grouped or clustered with other services.

INAC is focussing on the following key areas that lend themselves to GOL service transformation:

- Aboriginal Canada Portal
- Aboriginal Employment
- Environment Management and Protection
- First Nations and Inuit Transfer Payments
- Indian Registration / Certification of Indian Status
- Natural Resource Management
- Northern Environmental Management and Protection
- Northern Science and Technology and Circumpolar Liaison
- On-Line Access to Corporate Information

The *INAC GOL 2002 Public Report* highlights each service and identifies planned commitments for each of the services.

Questions or comments on the departmental public report are welcomed.

Please contact:

GOL Project Office
Information Management Branch
Department of Indian and Northern Affairs

E-mail: InfoPubs@ainc-inac.gc.ca
Phone: (toll-free) 1-800-567-9604
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Aboriginal Canada Portal

The Aboriginal Canada Portal (ACP) is an integrated gateway, or single-window, to Canadian Aboriginal on-line resources, contacts, information, and government programs and services. It offers ease of access and navigation to listings of Aboriginal associations, businesses, organizations, bands, communities, groups, news and peoples.

Through the application of new information technologies, Aboriginal people can bridge the information and knowledge divide to help improve their quality of life. The sharing of information within and between Aboriginal and non-Aboriginal Canadians can facilitate a greater understanding of one another and strengthen relationships.

The client groups benefiting from this on-line service include: Aboriginal people, researchers, public policy makers, government employees, Aboriginal and non-Aboriginal students, and Canadians as well as non-Canadians seeking information on Aboriginal people.

For more information about this service, please contact Ian MacArthur at (819) 953-7597 or via e-mail at reference@ainc-inac.gc.ca.

Achievements

The Aboriginal Canada Portal was officially launched in March 2001.

Future Plans

The Department plans to enhance this on-line service through:

- On-line surveys,

- Multimedia capabilities (video, Webcasting), and

- Options to choose Aboriginal languages.

The details, timing and resourcing are uncertain at this time since a source of funding has yet to be secured.

Aboriginal Employment

The Aboriginal Employment Program (AEP) was developed by INAC, in consultation with the Committee for the Advancement of Native Employment (CANE) and the Public Service Commission. The goal of the program is to increase representation of Aboriginal peoples at all levels in INAC and foster a climate which will provide opportunities for development, while promoting retention through the creation of an Aboriginal inventory.

The Aboriginal inventory is a recruitment tool which will enable Aboriginal candidates to register for employment on-line. The information captured in the inventory will improve INAC's ability to recruit employees in support of the departmental aboriginal employment objectives. As well, the inventory will provide recruitment support to other interested partners. In order to protect the privacy of inventory participants, access to the data will be limited to approved individuals.

The client group benefiting from this on-line service is Aboriginal peoples seeking employment at INAC.

Benefits to the client include convenient access to the service (i.e. clients can register at their preferred time and location), and immediate on-line acknowledgement of their registration.

For more information about this service, please contact Kim Brant at (819) 994-6472 or via e-mail at reference@ainc-inac.gc.ca.

Achievements

A description of the Aboriginal Employment Program, including how to apply, and contact information have been posted on the INAC Web site.

Future Plans

INAC plans to enhance this on-line service through the addition of basic interactive on-line forms to capture competencies and job skills for positions within INAC.

The details, timing and resourcing are uncertain at this time since a source of funding has yet to be secured.

Environmental Management and Protection

This service consists of the following four sub-components:

-   Administration of fuel storage tanks including registration, assessment and decommissioning;

-   Administration of waste sites including regulation, assessment and decommissioning;

-   Maintenance of an environmental assessment registry; and

-   Management of contaminated sites including tracking environmental issues and remediation plans.

INAC manages and protects the natural environment of reserve land in accordance with the *Indian Act*.

First Nation communities, departmental staff ,and provincial and federal governments will benefit from this service.

For more information about this service, please contact Steve Varette at (819) 997-0773 or via e-mail at reference@ainc-inac.gc.ca.

Future Plans

INAC plans to develop a new application to provide timely, accurate, integrated and comprehensive environmental information for fuel storage tanks and, registration and contaminated site management to First Nations in 2003.

The details, timing and resourcing are uncertain at this time since a source of funding has yet to be secured.

First Nations and Inuit Transfer Payments

This service involves the transfer, in an emerging government-to-government relationship, of grants and contributions ($5.2 billion in 2002/03) for the delivery of essential services to First Nations and Inuit governments and their community members, and the corresponding accountability and performance reporting and evaluation. Combined with the Canada / First Nation Funding Arrangement, this service can become a multi-jurisdictional, single-window Internet access to authorized users for on-line processing of business transactions, both financial and non-financial.

Key transactions that can be conducted through an on-line Transfer Payment service will include the application for and approval of funding, electronic scheduling and adjustment of cash requirements, transfer of funds, and filing of financial and non-financial reports to meet performance and accountability requirements. Financial reports will include audit statements that are consistent with National Accounts schedules, and non-financial reports will consist of administrative data and performance indicators for programs such as education, social development and support, capital and housing, Indian government support services, economic development, land and environment management, population statistics, etc.

The on-line transfer payment process will enhance the government-to-government transfer of resources to First Nations and Inuit governments, increase transparency and accountability to the community members and the Government of Canada, and reduce processing time and duplication through a single-window service.

On-line reporting and retrieval of financial and non-financial data will make the process more responsive to community needs. These reports, which include administrative data on programs such as social, education, capital and housing, band governance, etc., are collected at varying times and frequencies throughout the year.

Reporting results through a consolidated on-line process will improve the quality and consistency of the data. Equally important, experience with this core business on-line will contribute to building capacity in First Nation and Inuit communities to bridge the digital divide.

The client groups benefiting from this on-line service include First Nations and Inuit governments and organizations.

For more information about this service, please contact Holly Robinson at
(819) 994-6673 or via e-mail at reference@ainc-inac.gc.ca.

Achievements

Major service components already implemented on-line include:

- The Non-Registered On-Reserve Population (NRORP), designed to allow First Nation administrators to file annual statistics of on-reserve non-registered population on-line, was launched in April 1999.

- In June 1999, INAC implemented the Housing and Infrastructure Assets system (H&IA). H & IA is an on-line system for First Nation administrators to file annual reports on conditions of housing, water and sewer servicing on reserves.

- In March 2002, clients had access to on-line reporting of National Post-Secondary Education Program data.

- High-level mapping of "AS IS" and "TO BE" Transfer Payment Management Control Framework business functions were completed.

Future Plans

INAC plans to enhance this on-line service through the implementation of the following major components:

- Electronic fund transfer between INAC and First Nations by March 2003.

- Implement on-line Transfer Payments application, review and approval of funding arrangements.

- On-line reporting of program data for education and enhanced population statistics.

- On-line monitoring and tracking of funding process, including amendments, scheduling and adjustment of cash requirements.

- On-line reporting of program data for capital and housing, Indian government support services, environment and land management, and economic development.

- On-line capture of year-end financial statements that are consistent with National Account schedules and on-line monitoring of Remedial Management Plans.

- On-line reporting of program data for social development and support services.

The details, timing and resourcing are uncertain at this time since a source of funding has yet to be secured.

Indian Registry System/Certificate of Indian Status

The objective of the Indian Registry System/Certificate of Indian Status Project (IRS/CIS) is to improve access to services, including benefit entitlement for registered First Nations individuals.

The existing Indian Registry System will be modernized and business processes will be re-engineered to enable on-line access to, and update of, Indian Registry information.

INAC will also be developing and issuing a more secure identification card to minimize the misuse of the existing Certificate of Indian Status.

This service will provide improved access for First Nations people to services and benefits provided by other government departments, provincial / territorial governments, and Canadian businesses. Currently, some clients are denied access to services and benefits because their status identity cannot be easily determined and authenticated. Primary transactions include uninsured healthcare and provincial sales tax exemption.

The registration of life events and the update of identity information will also be improved through authorized secure on-line access to the Indian Registry System by other government departments and Indian Registration Administrators (IRAs) in First Nation membership offices.

When deployed, access to the on-line Indian Registry will be restricted to authorized users because of privacy and security requirements. Information on registration is however available through the INAC Web site.

The client groups benefiting from this on-line service include First Nations people, other government departments, provincial governments, provincial governments and Canadian businesses servicing First Nations.

For more information about this service, please contact Ray Hatfield at (819) 994-0951 or via e-mail at reference@inac.gc.ca.

Achievements

The following work has been undertaken for this on-line service:

- The Department has initiated a project to modernize the existing Indian Registry System and re-engineer the associated business process to enable on-line access to, and update of, Registry information.

- The Department will also be developing and issuing a more secure identification card to minimize the misuse of the existing CIS. The enhanced identification card will improve access by First Nations individuals to programs and services that require identity authentication.

- As part of Stage 1, a pilot was initiated in partnership with the Treaty 7 First Nations in Alberta to evaluate the new on-line CIS issuance process available to IRAs in First Nation membership offices.

Future Plans

INAC plans to perform the following development work required to complete this on-line service:

- Modernize the IRS and re-engineer the business process to enable on-line access to, and update of, Registry information by IRAs in First Nation membership offices.

- Develop and issue a more dignified and secure identification card to minimize the misuse of the existing CIS.

- National deployment of IRS in regional offices and First Nation membership offices.

- Phased national deployment of the enhanced CIS.

The details, timing and resourcing are uncertain at this time since a source of funding has yet to be secured.

Land Management

This service relates to the management of reserve lands in accordance with the *Indian Act*.

Three sub-components of this service are currently delivered on-line:

- Land transactions are recorded and maintained in the Indian Land Registry System (ILRS),

- Land leases and permits are tracked using the NetLands system, and

- Land information is displayed graphically as First Nation Community Maps using a Geographic Information System (GIS).

The client groups benefiting from this on-line service include Aboriginal land administrators, solicitors, departmental staff, researchers, and claims negotiators.

The benefits to the client include faster and more cost effective service by eliminating the need of an individual to travel to a regional office or the Registry Office to obtain the necessary information.

For more information about this service, please contact Jacques Desrochers at (819) 994-6743 or via e-mail at reference@inac.gc.ca.

Achievements

Work accomplished to date includes:

- NetLands, an on-line system that tracks land transactions including leases and permits, was implemented in June 1999.

- The Indian Land Registry System (ILRS), which provides users with records of transactions of all on-reserve land parcels, was implemented in February 2001.

  Access to both systems is restricted.

Future Plans

INAC plans to perform the following development work required to complete this on-line service:

- Enhancement of the First Nation community maps database, including digitization of additional maps and translation of subject field names, is scheduled for completion by the first quarter of 2003.

- Enhance the NetLands system to track and report on Additions to Reserves.

- Enhance the Indian Land Registry System by adding a GIS component. For more effective service delivery, this enhancement will need to be developed jointly with the Legal Surveys Division of Natural Resources Canada.

The details, timing and resourcing are uncertain at this time since a source of funding has yet to be secured.

Northern Environmental Management and Protection

The Northern Affairs Program of the INAC develops policies, strategies and programs for sustainable development, including the management of contaminated (hazardous waste) sites, the development and implementation of environmental assessment processes, according to federal requirements under the *Canadian Environmental Assessment Act* (CEAA) and legislation resulting from claims negotiations.

Additionally, this service administers the Northern Contaminants Program (NCP), which involves the planning of research, and the subsequent synthesis, publication and communication of research results. The negotiation of international agreements and controls on pollutants of concern in the North is also part of the NCP, as is the formation of multi-agency partnerships including Aboriginal organizations.

The client groups benefiting from this on-line service include researchers, contractors, project proponents, First Nations, Inuit and other Northerners, regulatory boards, academics, land use planners and the general public.

Client benefits from on-line delivery include improved project planning, access to northern research data and information on environmental, social and economic conditions.

For more information about these services, please contact Sheilagh Murphy at (819) 997-0660 or via e-mail at reference@inac.gc.ca.

Achievements

Major service components already on-line include:

- The Northern Information Network (NIN) went on-line in 1993. Map metadata and links to other northern sites were added to the service in January 1995.

- Oil and Gas information, which includes maps, data on wells and information on rights issuance, was created in 1996.

- Northern Contaminants Program, available on-line since January 1995, provides documents that guide the strategic directions and funding of the Program, details on the management of the program, a list of funded projects and information, as well as forms and supporting documents for preparation of proposals.

- Mines and Minerals information was added in June 2001.

Future Plans

INAC plans to implement the following major components to this on-line service:

- Web enable the NCP database to share research data on contaminants in the North.

- Develop and implement an on-line system for managing submissions to the annual NCP Call for

Proposals. The system will be linked to the NCP database to track the proposals and the funded projects.

- Re-design the NIN Web site to:

  - Improve access to data through addition of a searchable map.

  - Collaborate with other government departments to expand and enhance the content to make NIN a federal site serving the North.

  - Move to the new Canadian standard (a profile of the new international standard) for description of geomatics metadata.

The details, timing and resourcing are uncertain at this time since a source of funding has yet to be secured.

Northern Natural Resource Management

This service, which includes the following component services, provides for the management of land and natural resources, both on land and off shore, in the Northwest Territories and Nunavut:

- Issuing mineral title, collecting royalties and fees, and monitoring and inspecting mining activities.

- Provision of geoscience information on the geology and mineral deposits of the territories in the form of maps, studies, reports and databases.

- Provision of oil and gas exploration activity, potential, and licencing information in the form of map, report, and databases.

The client groups benefiting from this on-line service include researchers, contractors, private companies in the oil and gas and mineral sectors, project proponents, First Nations, Inuit and other Northerners, regulatory boards, academics, land use planners and the general public.

Client benefits from on-line delivery include improved project planning, access to northern research data and information on environmental, social and economic conditions, improved access to historical data, reports, rights information, streamlined administrative processing for royalties and rights administration, and improved notification of program initiatives such as rights issuance.

For more information about this service, please contact Sheilagh Murphy at (819) 997-0660 or via e-mail at reference@inac.gc.ca.

Achievements

Interactive queries for all oil and gas licences (Northern Oil & Gas Rights Query Tool).

Future Plans

INAC plans to implement the following major components to this on-line service:

- Connect Rights Query Tool to a current transactional database by mid 2003.

- Complete an e-filing system by the end of 2004 to allow for the submission of on-line forms and financial reports including royalty submissions and reports, and calls for nominations and bids.

- Develop and implement an on-line oil and gas management system.

- Create an on-line system to manage and administer granular resources (i.e., quarries, construction material for roads) in the North.

- E-financial transactions to enable payment of rents and royalties.

The details, timing and resourcing are uncertain at this time since a source of funding has yet to be secured.

Northern Science and Technology and Circumpolar Liaison

This service delivers the Northern Scientific Training Program (NSTP) and the Northern Science Award and provides federal coordination with respect to Northern Science and Technology in Canada. The service also promotes cooperation among the eight Arctic nations through the implementation of the new Northern Dimension of Canada's foreign policy, including engagement in the Arctic Council and other international work.

The client groups benefiting from this on-line service include students and professors at Canadian universities, and the general public.

Benefits to clients include on-line registration for grants, and faster response times as a result of improvements made to the NSTP repository of applications, through which staff can more easily compare and track information.

For more information about this service, please contact Sheilagh Murphy at (819) 997-0660 or via e-mail at reference@inac.gc.ca.

Achievements

Major service components already on-line include:

- Grant application forms and all supporting documentation for the Northern Scientific Training Program (NSTP) have been on-line since April 1997.

- Since September 2000, applicants are able to complete forms on-line and print them for submission through their nearest university by visiting INAC's Northern Scientific Training Program Electronic Forms site.

Future Plans

INAC plans to implement the following major components to this on-line service:

- NSTP interactive forms on the Internet by the first quarter of 2003.

- Complete end-to-end transaction with applicants for the NSTP by the third quarter of 2003.

The details, timing and resourcing are uncertain at this time since a source of funding has yet to be secured.

On-line Access to Corporate Information

This service will provide on-line access to discussion fora, INAC's corporate data warehouse, and various departmental information holdings such as program data (i.e., education, population, capital assets, housing, etc.) and the departmental library catalogue. Via this service, citizens can find complete and accurate departmental data, including information on First Nations, Inuit and Northern communities. Providing access to on-line discussion fora will allow for interactive collaboration and consultation between the Department and its First Nations, Inuit and Northern partners in policy development and other endeavours.

INAC's corporate data warehouse is an important source of information for First Nations communities, businesses, researchers, and the general public. This information is vital for various planning and policy development work at the community level (i.e., education, economic development, housing and infrastructure, etc.). It is also an effective tool for educating the public about issues and challenges facing Canada's First Nations and Aboriginal people.

The client groups benefiting from this on-line service include: Administrators, educators and staff in First Nations and Aboriginal communities; businesses and economic/community development planners; and researchers.

As the steward of the historical record of government decision-making, agreements, publications and data for Canada's Aboriginal people and Northerners, INAC must openly share this information with Aboriginal people and Northerners to build the partnership relationship and support Aboriginal goals.

On-line discussion fora will provide a structured environment through which partners and stakeholders can exchange ideas and share best practices. In much the same manner, these fora will also serve as an on-line meeting place in which consultations, surveys and collaboration among policy development partners can be carried out. Collectively, these on-line services will allow the Department to respond more effectively to the information needs of clients and partners alike.

For more information about this service, please contact Aaron Caplan at (819) 953-7062 or via e-mail at reference@inac.gc.ca.

Achievements

Major service components already on-line include:

- In September 1999, the First Nations Community Profiles went on-line. This is a user-friendly, Web-based system which allows quick and easy on-line access to current profiles of First Nation communities.

- In April 2001, the *First Nations Governance Talking Circles* was implemented to provide an on-line discussion forum for sharing ideas and discussing issues related to first Nations.

Future Plans

INAC plans to implement the following major components to this on-line service:

- Web-enable the on-line departmental library catalogue management system by mid 2003.

- Implement additional on-line discussion / collaboration fora as determined by business needs.

- Re-design the First Nations Community Profiles system with links to more departmental databases and expand the amount of First Nations information available by the third quarter of 2005.

The details, timing and resourcing are uncertain at this time since a source of funding has yet to be secured.