

Open Government Committee

**Minutes
August 10, 2015**

10:30 a.m. – 12:00 p.m.
City Hall, 9th Floor West Tower
Large Boardroom

Chair	Ulli Watkiss
Attendees	Karthi Bala, Casey Brendon, Bikram Chawla, Tracey dal Bianco, Jackie DeSouza, Daphne Gaby Donaldson, Ian Duke, Harvey Low, Alex Mozo (for Rob Rossini), Meg Shields
Guests	Robert Ambra, Bill Ballard, John Jones
Regrets	John Humphries (for Mathew Chrysdale), Lynda Taschereau, Internal Audit Rep
Support	Nancy Isozaki, David Lee

Agenda Topics	Lead	Key Points / Actions
Minutes	Ulli Watkiss	June 22, 2015 Minutes approved.
Open Government Updates	John Jones	<p>Open Government Initiative</p> <ul style="list-style-type: none">• Approximately 25 comments have been received to date.• Final version will be presented at the November meeting for endorsement.• Members were asked to review and provide feedback by August 31. <p>Information Management Framework</p> <ul style="list-style-type: none">• The framework is approved and posted on the Information Management Library. <p>Digital Image Standard</p> <ul style="list-style-type: none">• Members were asked to review and provide feedback on the draft standard by August 17.• Some divisions are already using the draft to support digitalization projects. <p>Open Government Annual Report</p> <ul style="list-style-type: none">• The 2015 annual report will be released by end of the first quarter in 2016.• Bill Ballard asked for two or three Open Government Committee members or their delegates to take part in the working group and to provide guidance and offer

examples for the report.

Open Government Toronto Public Services (TPS) Survey

- Members were asked to provide final feedback on the infographic as soon as possible. The survey will be released prior to the October 27 Open Government Symposium.
- Ipsos-Reid is contracted to conduct a public-oriented Open Government Survey to be released on August 17.
- The raw data from the Open Government TPS survey will be publicly available with any personal information stripped.
- Members requested a more printable version of the infographic.

Open Government UnConference

- The event is scheduled for October 27, 2015 at Ryerson University.
- Lead academics and civil society leaders will discuss topics from the Open Government TPS Survey.

Information Management Liaison

- Recent meeting had updates on Open Government Initiative, Transitory Records, and a presentation from Revenue Services on Utility Look-Up.
- The next meeting is scheduled for September 23, 2015.

Open Government Community of Practice

- The City of Toronto will host a meeting for the community on August 20, 2015.
- Presentations will include the New Brunswick Digital Government Strategy and updates from the recent New Brunswick GovMaker Conference.

Open Government Performance Indicators

- Toronto, Guelph, Kitchener, and the Ontario Province have agreed on a set of Open Government performance measures and indicators for the core components on: Public Trust, Open Information, Open Data, Open Dialogue, and Organizational Culture.
- Members will be asked to review and endorse the draft at the September 22 meeting.

ACTION ITEMS:

		<ul style="list-style-type: none"> • Two or three Open Government Committee members or their delegates to join the Open Government Annual Report working group. Contact Bill Ballard or Robert Ambra • Members were reminded to provide feedback to John Jones on: <ul style="list-style-type: none"> ○ Open Government Initiative by end of August 31 ○ Draft Digital Image Standards by August 17 ○ Open Government TPS Survey Infographic as soon as possible
Social Media Policy Update	Jackie DeSouza and Meg Shields	<p>On July 23, 2015, the City opened social media access to all staff.</p> <ul style="list-style-type: none"> • A number of divisions already had access before this change. • Information & Technology Division (I&T) has not received any issue since granting all staff access. • No reports on abusive use by staff. • Businesses are responsible for managing improper use by staff. • Training is in development to educate staff in leveraging social media for improvement in service/information delivery or business usage.
Utility Look-up	Casey Brendon	<p>Revenue Services, in partnership with I&T, launched three online information lookup services for utility, parking, and property. The project was initiated in September 2014 with the utility lookup available on December 15, 2014. Parking and property lookups were launched on April, 10, 2015, and May 21, 2015, respectively.</p> <ul style="list-style-type: none"> • The authentication and protection of privacy were priorities and were addressed through internal reviews and Access & Privacy consultations. Also, I&T was consulted for a vulnerability assessment & risk treatment plan implementation. • Clients have the ability to lookup basic information that represented a huge number of routine questions previously received by the Revenue Services call centre. An analysis on the impact to the number calls received will be conducted in due course. • Clients have direct links to financial institutions or ePost to complete payment. • Future enhancement will include: electronic billing, real-time water consumption data, and other enhancement based on customer feedback (e.g. tax certificates)
Open Government Web Project	Robert Ambra	<p>Robert Ambra reviewed the redesigned Open Government Website with the Committee. The mockup home page was designed as part of a student project assignment for the</p>

<p>Update</p>		<p>iSchool of the University of Toronto.</p> <ul style="list-style-type: none"> • Open Government has its own domain name as "toronto.ca/OpenGov". • The redesign was produced through committee member interviews, other government sites, and by using the City's Web Content Management tool. • The team is working with Strategic Communications for a fall 2015 launch. • The Committee suggested the team to use more user-friendly and clear language (e.g. change Registry Service: polling to election or polling) to improve understandability. <p>ACTION ITEM:</p> <ul style="list-style-type: none"> • Members will be asked to provide feedback to Robert Ambra and John Jones by August 17, 2015.
<p>Transitory Record Messages</p>	<p>Bill Ballard</p>	<p>Bill asked for input and feedback on updates to the management of transitory and business records to reflect the modern digital world.</p> <ul style="list-style-type: none"> • The distinction between transitory and business records in a business context is not absolute. This is made more difficult with digital records (e.g. email). • The current guidelines do not reflect the digital world. A decision tree to guide staff would be beneficial. • Accountability Officers would like to see Records Management training be mandatory. Training should be mandatory for management staff to communicate and educate direct reports. For non-management staff, the training may be needed to be customized based on role. • Staff does not have the tools to make proper distinction. • Business divisions have the role to set context for their staff for decision-making. • Opportunities exist in leveraging the current eLearning Initiative for online training. For example, a transitory email module online course offering.
<p>Next meeting September 22, 2015</p>		