Sample Listing of Projects Advancing the eGovernment Digital Strategy

The City's eGovernment Digital Strategy outlines five strategic objectives. Each of these objectives include strategies on how The City will move forward using digital tools, technologies and processes to become more open.

For each of the objectives, a sample of the programs, projects and initiatives contributing to the achievement of these strategic goals have been listed. All of the projects listed help advance the Digital Strategy and have their own approved capital and separate governance in place.

   1. We have accessible services.

   Digital services will be provided to citizens with self-service capabilities. Reuse of digital web services and interfaces will contribute to a reliable and consistent user experience. Points of access throughout Calgary will be expanded.

   - One City One ID Portal
     (In progress)

        One City One ID Portal will allow citizens to have a quick glance at their information from multiple City Services enabled through Citizen Digital ID. Also, citizens will have the ability to drill down on the details seamlessly by accessing the individual services through this portal.

   - Digital Signatures
      (In progress)

        This project will analyze the needs and feasibility to accept digital signatures replacing the need for physical signatures. The analysis will include working with Law to understand the legal ramifications and requirements.

   - myHRconnect (e-HR)
     (Launched March 2016 to staff)

        myHRconnect gives City employees access to their human resources information from work and home. Previously, only staff with a City network account could access their information.

2. We pursue and build partnerships.

Information, data and services will be managed across lines of business in a manner that is open and accessible. The City will seek strategic partnerships to leverage other's expertise and access points.

- Digital Partnerships – Calgary Public Library
  (In progress)

    The Calgary Public Library and The City of Calgary struck a digital partnership based on shared goals of digital inclusion and literacy. The initial project is a pilot to jointly purchase and install touch-screen kiosks at select Library branches. Additional projects include a proof-of-concept for linking Calgary Public Library patrons to The City's Citizen Digital ID and investigating the feasibility of hosting Public Library data on The City's Open Data portal.

- Customer Service Research and Analytics
  (In progress)

    This program will expand online engagement and research tools to assist in corporate decision-making. Citizens will have access to a wide range of tools and information that will enable them to participate more fully in City decisions.

- Field Mobility Solutions (FMS)
  (In progress)

    Field Mobility Solutions (FMS) builds solutions to manage and integrate thousands of vehicles, equipment and field assets through secure wireless connectivity and sensor networks. Data collected from the field is stored within the City's secure network and made available to Staff and City applications.

3. We are transparent.

Providing open data in an accessible format with a framework in place and supported for the data to be repurposed by the public. Data and information will be available in geographic context allowing services, communications and engagement to be delivered in a location-aware manner.

- Analytics Calgary: Open Data
  https://data.calgary.ca/OpenData/Pages/DatasetListingAlphabetical.aspx

    The Open Data Catalogue can be used by anyone, free of charge. The data that is available here is applicable to both businesses and citizens. By providing public access to City data, we are not only promoting transparency in government, but also innovation within our community.

- Citizen Dashboard
  http://www.calgary.ca/General/Pages/CitizenDashboard/Citizen-Dashboard-Landing.aspx

    The Citizen Dashboard is an interactive webpage that displays City performance data in a way that citizens can easily understand and interact with. By adding context to City data and framing metrics in a meaningful and simple way, citizens and customers will have a better understanding of the overall narrative and continuous improvement at The City.

    The Citizen Dashboard increases visibility of City performance and demonstrates a commitment to accountability and transparency.

- Map Gallery
  http://maps.calgary.ca/

  The Calgary.ca Map Gallery was created to further improve the way we share City information, using location-based maps to not only show locations of services but also lead stakeholders to relevant information about that service.

  With over 30 themed maps available in the Map Gallery, using either a desktop or mobile device, Citizens can view the location and supporting information for City services, buildings and attractions within the context of the City in which they live.

  The Map Gallery was built utilizing ArcGIS Online, a cloud-based mapping platform. The Gallery leverages The City's existing geospatial platform to easily present and share The City's robust geospatial information with its Citizens.

4. **We provide and support platforms for citizens to participate.**

The City will remove barriers to participation and facilitate a meaningful, impactful role for citizens in the process and decisions of governance.

- Analytics Calgary: myCityInnovation
  (Launched May 2016 to staff)

    This online platform employs the principles and practices of crowdsourcing. This platform creates a place for people to share ideas, collaborate, and build new solutions for our organization.

    Civic Innovation YYC has initially launched the online platform to employees with plans to provide access to citizens in the near future.

- Online Engagement
  www.calgary.ca/engage

  > This engagement platform is where citizens can find out what is open for public input, provide feedback on open projects and follow up on previous projects they have participated in.

5. **We value innovation.**

Pursuing digital solutions while encouraging trials and pilot projects proactively can result in continuous improvement of service delivery.

- Analytics Calgary: Innovation
  (In progress)

  > Civic Innovation YYC will give employees and citizens a way to share and explore their innovative ideas around the services we provide as a City. This initiative demonstrates that The City of Calgary is open to new ideas and can remove barriers to turn ideas into action.

For more information on The City's eGovernment Digital Strategy and program, please visit:
http://www.calgary.ca/cfod/it/Pages/Digital-strategy.aspx