



April 30, 2019

Province of BC Identity Program

*Student Financial Aid Launch
with BC Services Card*



Agenda

- Who We Are
- What We Have - BC's Identity Assets
- Expanding the Use
- Student Financial Aid
- How It Works – In-Person and Online
- Where We're Going Next



Who We Are

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**Provincial Identity Information Management Program
Service BC Division, Ministry of Citizens' Services**



Service BC and Provincial Identity Information Management (IDIM) Program

- **Service BC**
 - Counter, telephone and identity verification services – BC citizens and businesses
 - Key enablers: Payment (Pay BC), contact centre (phone, videochat, text), Digital Identity (BC Services Card/BCeID), Business Registry
 - Allows for a significant improvement in efficiency and effective delivery
- **Provincial Identity Information Management Program (IDIM) established in 2012 and joined Service BC December 2017**
 - Mandate is to deliver secure and privacy-enhancing identity services for citizens and businesses to support access to multiple government services and information.
 - Both online and in-person solutions

BC Services Card Program

3 partners, 1 card

Health
*CareCard
replacement and
MSP Re-enrolment*

Citizen Services
*Trusted identity to
transform services*

ICBC
*Existing process and
expertise in identity
proofing*

**High Assurance Credential
in person verification
foundational identity documents**

3 functions

- **CareCard replacement and re-enrolment in MSP**
- **In person access to services**
- **On-line access to services**



Our Digital Identity Assets

- Data for 4.65m Identities
- Privacy By Design
- In-Person Card Renewal
- High Assurance
- Identity Assurance Service
- Security
- Provincial Identity Program
- Leader in Canada

Key Enabler of Digital Government

Expanding the Use: BC Services Card

Launching Soon

EDUC: Student Transcripts
NRS: Natural Resource Online
PSA: PeopleSoft Access for BCIB
HLTH: Health Connect Registry
CITZ: Business Registries

More to come in FY 2019/20.

March 2018
Launch In-Person
with Corrections



August 2018
Launch PHSA – Private
Practice Physician Access to
Electronic Health Records



March 2019
Launch FIN – Billing
and Payment Services



April 2018
**Launch Student
Aid BC - Loans**

Fall 2018
Launch Cannabis -
Business Licensing
and Criminal Record Check



AEST & Student Financial Aid



Up to **40,000**
students annually

Launched April 3rd,
Students can now login for student
loans using their BC Services Card

Mobile access for students
Confidence for ministry and federal
government

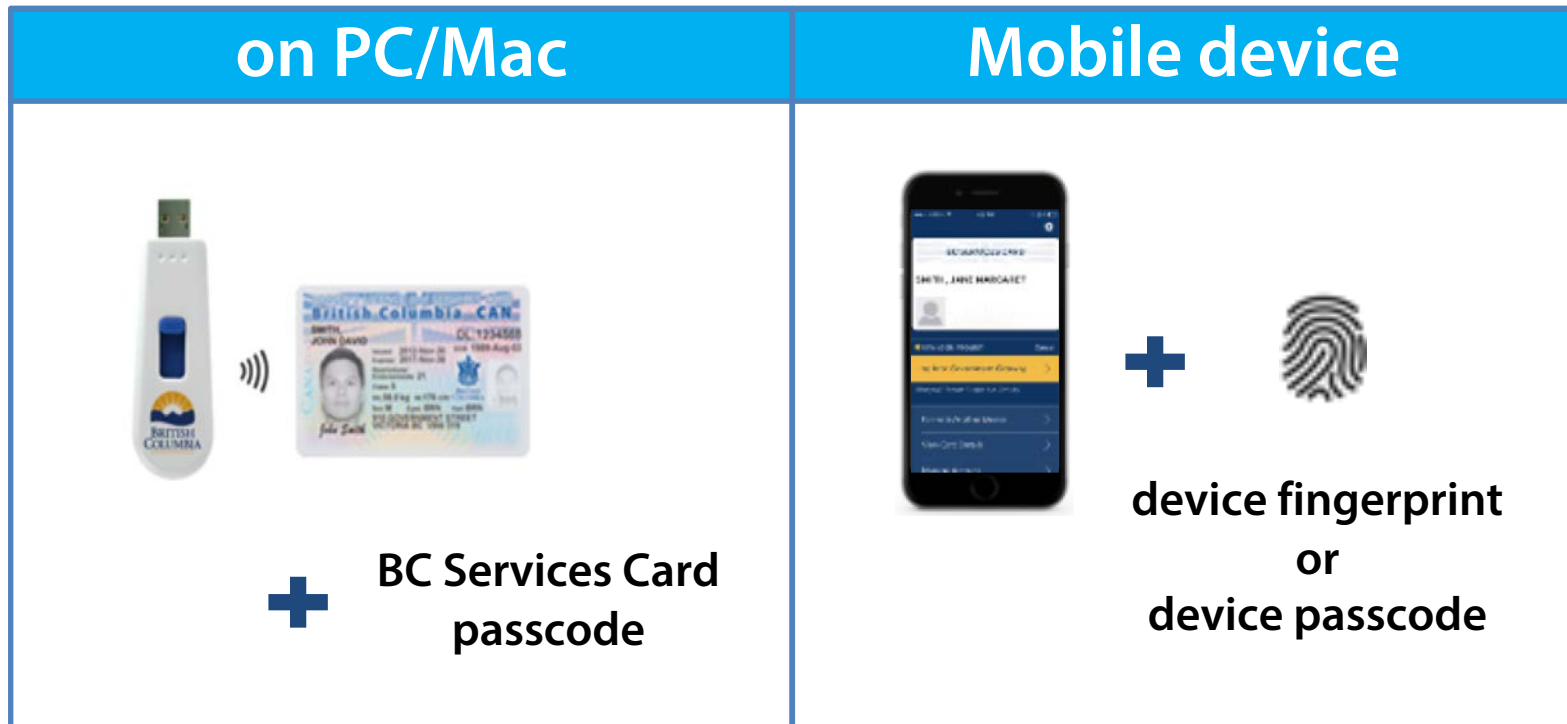


AEST & Student Financial Aid

Demo Of Login to
Student Financial
Aid Using BC
Services Card



How BC Services Card Works: Online





How BC Services Card Works: In-Person

Service Counter



**Photo match by
counter agent**

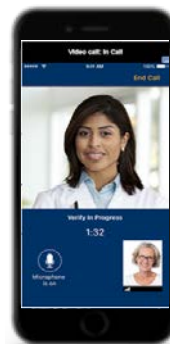
Set up with Service BC

Verify at Counter



Photo match by
counter agent

Verify by Video



*Under
development –
coming soon!*



Photo match by
counter agent



Additional government-issued photo ID (if
needed)



Service BC Projects Underway

Service BC Channel Expansion

Bring the citizens of British Columbia a best-in class experience for government services through their channel of choice

Enabling three new digital channels:

- video chat
- web chat
- co-browse

BC Services Card Mobile Video Chat

Increase convenience for citizens to access online services securely using their mobile devices

New verification method for citizens using the BC Services Card Authentication service

Makes online services more accessible due to larger number of citizens with a verified mobile card

Who we are working with...



Health

- PharmaNet
- HealthLink BC
- Provincial Health Services Authority
- Ministry of Health



Education

- Student Financial Aid
- Student Transcripts
- School Registration



Justice

- Cannabis Licensing
- Public Safety & Solicitor General programs
- Court Services
- Notaries



Business

- BC Registries – Transformation
- Finance - Billing and Payment
- Transportation
- Land Title & Survey Authority



Other Gov't

- Federal Gov't & CRA
- Children and Families
- Public Service Agency
- Natural Resources
- GCPE



*If you would like more information or are interested in further discussion
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