

**PROVINCES AND TERRITORIES GOVERNMENT  
REPRESENTATIVES DECLARATION –  
PROVINCIAL-TERRITORIAL MEETING ON e-GOVERNMENT**

**1. We, the Provincial and Territorial Ministers responsible for e-government recognize that:**

- 1.1. E-government aims at two main areas: to develop electronic government services delivery and to contribute to the engagement of citizens with the government.
- 1.2. The integration of services across multiple channels and the use of Internet and information technologies (IT) in government service delivery contributes to the modernization of governments and to improved quality of life for individuals and businesses' performance through a greater access to government information and services.
- 1.3. All stakeholders have a role to play in the development and sustainability of e-government.
- 1.4. A multitude of critical public services are provided by our provincial and territorial<sup>1</sup> governments and municipalities.
- 1.5. The leadership of our governments, working with the ICT sector, is recognized internationally.
- 1.6. The information and communication technologies (ICT) sector is an important part of the Canadian economy. It creates jobs and provides technical solutions and expertise in support of government service delivery and other economic activities.
- 1.7. The importance of improving access for all citizens in particular the disadvantaged ones.
- 1.8. The Internet is a central element of the infrastructure that allows the advent of the information society. Trust in the use of the Internet is critical. Citizens and businesses will not embrace electronic government service delivery unless they have confidence that the personal data collected from them is secure and protected. Therefore, governments must mitigate and manage the risks associated with data security, personal data protection, digital and identity fraud.
- 1.9. E-democracy offers a new way for citizens to engage more efficiently in public policy making and to express their satisfaction level with respect to government service delivery.

---

<sup>1</sup> « It is recognized that the federal government and First Nations governments have a predominant role and responsibility in government service delivery to the aboriginal communities. »

**2. We, the Provincial and Territorial Ministers responsible for e-government are committed to working together in order to:**

- 2.1. Foster the development of electronic government services based on businesses' and citizens' expectations and respect for the social and cultural values of Canadians.
- 2.2. Confirm a leading role for the provinces and territories<sup>2</sup> in the transformation of public service delivery to citizens and businesses.
- 2.3. Increase public trust in e-government while considering in a concerted way the following areas, among others:
  - access to information and protection of personal data;
  - stability and security of the Internet (spams, cybercrime).

Further to these basics security qualities, we recognize the following areas in building trust:

- freedom of expression ;
  - consumer rights and cultural and linguistic adaptability.
- 2.4. Promote the improvement and use of electronic government services within our respective governments.
  - 2.5. Promote collaboration and partnership among governments to support electronic service delivery while allowing for a fair sharing of accountability and of the costs for some infrastructures and operations.
  - 2.6. Foster the interoperability of systems supporting government services delivery while being respectful of each government's jurisdiction and legal framework.
  - 2.7. Maximize the use of existing structures and avoid duplications in government service delivery.

**3. We, the Provincial and Territorial Ministers responsible for e-government are committed to promote and to implement in collaboration with industry, research and development, and other stakeholders, the following:**

- 3.1. Research and sharing of best practices that improves the delivery of services and systems interoperability.
- 3.2. The development of common standards and solutions that support interoperability, notably in terms of infrastructure, security, identification and authentication.
- 3.3. The development of a highly skilled professional work force.

---

<sup>2</sup> « It is recognized that the federal government and First Nations governments have a predominant role and responsibility in government service delivery of to the aboriginal communities. »

**4. In order to achieve these goals, we the Provincial and Territorial Ministers responsible for e-government declare that we are committed to:**

- 4.1. Establish a pan-Canadian provincial and territorial Council of Ministers responsible for e-government to foster coordination and cooperation among provincial and territorial governments.
- 4.2. Bring forward a pan-Canadian e-government strategy respectful of each provincial and territorial government's jurisdiction, priorities and uniqueness.
- 4.3. Engage the federal government in collaboration on e-government.
- 4.4. Report back to the Council of the Federation on the Quebec symposium on e-government.

**Adopted in Québec on November 5<sup>th</sup> 2005.**