

# **PKI Canada and Provinces Scan**

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### Introduction

This report represents ongoing research conducted by the Government of Canada (GoC) to keep abreast of developments in secure electronic transactions and service delivery. The primary focus is on how federal governments are addressing the requirement to ensure a trusted environment to enable electronic delivery of services to the public. The document is compiled using information gathered from web sites, news reports, presentations from visiting delegations, and ongoing information exchanges with internal and external parties. Since most of the research has been compiled through secondary sources, the information in this document reflects how the profiled organizations present their situation, rather than a detailed and vetted analysis of actual progress. Also, due to the rapid pace of change in this area, new developments are happening all the time. The report should not be considered a final report, but rather an evolving source of compiled information for reference purposes.

### Canada

#### **Card Firms Urged to Join ID Theft Fight: Issuers Should Show 'Greater Vigilance': Federal-Provincial Discussion Paper <sup>1</sup> (*Identity Theft*)**

Credit-card issuers and cellphone firms are doing little to fight identity theft because their own losses from the crime are relatively small and they don't want to drive customers away by screening them too thoroughly, says a new federal-provincial discussion paper. "Greater vigilance on the part of credit lenders in verifying the consumer's identity could reduce identity theft," says the document issued by the Consumer Measures Committee, the federal-provincial group established to examine marketplace issues. "Certain lenders may not carefully vet consumers because they may be concerned that if they take up too much time or ask too many questions, consumers may take their business elsewhere." The discussion paper, which presents a range of options to curb identity theft, notes the credit card and cellphone industries are "quite profitable and at least some issuers would prefer to absorb the losses they might suffer from the occasional identity theft rather than forgo the income that would have been generated by those consumers."

#### **Canada Lags on Privacy Breach Disclosure <sup>2</sup> (*Privacy*)**

Over the past 12 months, there has been a staggering number of reported privacy and security breaches. The change in practice is due in large measure to the *State of California's SB1386*, a two-year old law, which mandates that companies and agencies that do business in the State or possess personal information of State residents must report breaches in the security of personal information in their possession. The California law has spawned nearly a dozen imitators throughout the United States (US) as other States seek to provide their residents with similar protections. Moreover, pressure has begun to build on the US Congress to adopt a national reporting law to provide all residents with equal treatment and to ensure that all companies face a single nationwide standard. Unfortunately, no similar law exists in Canada, until Ontario Privacy Commissioner Ann Cavoukian publicly called for the adoption of such a law late last month.

#### **Canadian Merchants Failing to Adopt Sophisticated Online Security Measures <sup>3</sup> (*Authentication / PKI*)**

A study from Ipsos-Reid found that 87% of merchants surveyed said they used usernames and passwords as their primary online security option. Firewalls and virtual private networks (VPNs)

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<sup>1</sup> Intranet, CIOB News 2005-07-07

<sup>2</sup> Intranet, CIOB News 2005-07-04

<sup>3</sup> [http://www.digitalhomecanada.com/index.php?option=com\\_content&task=view&id=470&Itemid=51](http://www.digitalhomecanada.com/index.php?option=com_content&task=view&id=470&Itemid=51)

were the next leading security options preferred by 64% of respondents. Static or dynamic passwords and personal identification (PIN) numbers are used by a reported 51% of merchants. Although usernames and passwords are not the most failsafe method of security available when used as a primary or singular means of security, this study showed that other more complex security options were not nearly as widely used. "The increasing adoption of Web-based payment processing may herald the need for both tighter security measures and increased merchant commitment if we are to witness an accelerated adoption of online transaction processing," said the study's author, Lise Dellazizzo, vice president of Information Communications Technology for the company.

## Provinces

### **Alberta: Iris-Recognition Screener Lets Passengers Bypass Security Lineup: Airport Installs Service on Flights to US for Travelers Willing to Pay \$50 a Year Fee <sup>4</sup> (*Biometrics / Privacy*)**

A new iris-recognition screener was unveiled at Edmonton International Airport that will allow Canadian and American travelers to bypass the usual lineups at immigration. Called CANPASS Air, the system takes a black-and-white photo of the eye and cross-references the iris with an Ottawa database in about 20 seconds. The program already services seven cities, including Calgary. Tim Chander, research manager for Alberta's Office of Information and Privacy Commissioner, said "although biometrics itself isn't threatening, questions have to be raised about who can access the information and what the information be used for." The government claims the information is protected under the *Privacy Act*.

### **Alberta: National Consultation Launched on Fight Against Identity Theft <sup>5</sup> (*Identity Theft*)**

Alberta consumers and industry stakeholders are being asked for their input on proposed legislation that would strengthen safeguards against identity theft and include measures aimed at helping victims of such crimes. Lund, Alberta's Minister of Government Services joined his consumer-protection counterparts from across Canada in launching a public consultation on "Working Together to Prevent Identity Theft", a discussion paper that outlines the proposed changes. "Alberta is taking this type of crime seriously and is working with other levels of government, police, registry and security agencies across North America to reduce the threat of identity theft against Albertans," said Lund.

### **Alberta: \$189 Million to Digitize X-Rays, CT and MRI Scans <sup>6</sup> (*e-Services*)**

A \$189 million investment by the Alberta government and Canada Health Infoway will digitize X-rays and Computed Tomography (CT), and Magnetic Resonance Imaging (MRI) scans across the province to improve quality of care for Albertans by providing doctors and patients faster access to reports and images. The project will invest in sophisticated new diagnostic imaging systems that will allow hospitals and clinics throughout Alberta to electronically share patient X-rays and CT and MRI scans through Alberta's Electronic Health Record (EHR). "A priority of Alberta's Third Way is about innovation that will meet patients' needs and make a positive difference in the health of Albertans. "We're pleased to be working with Canada Health Infoway to make those improvements a reality," said Iris Evans, Minister of Health and Wellness. Both organizations will make the investment over three years. The project is the largest of its kind in Canada to date. The investment is also Infoway's largest single contribution to any project to date.

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<sup>4</sup> Intranet, CIOB News 2005-07-07

<sup>5</sup> <http://www.gov.ab.ca/acn/200507/183924D67E2F5-12BF-4433-9F99D47077BBA8A6.html>

<sup>6</sup> <http://www.newswire.ca/en/releases/archive/July2005/25/c4379.html>

### **British Columbia: Auditor Finds Security Holes in BC Accounting System <sup>7</sup> (*Identity Theft*)**

British Columbia (BC) Auditor General Wayne Strelieff found security vulnerabilities with the provincial government's Corporate Accounting System (CAS) that were so serious he withheld his report for fear of tipping off hackers. The CAS provides an online, real-time central accounting system, available through the Internet. Among the vulnerable databases were those containing usernames, passwords and bank account information. "Some of the findings would have exposed the government to problems," Strelieff said in an interview.

### **Ontario: McGuinty Government Seeks Public Input on How to Best Prevent Identity Theft <sup>8</sup> (*Identity Theft*)**

The McGuinty government is asking for public input on ways to prevent identity theft, Government Services Minister Gerry Phillips announced. "Identity theft is one of the fastest-growing crimes in North America. We want to hear from the public about ways we can help keep their identity safe and ways we can restore their identity should they become a victim." Said Phillips. "Working Together to Prevent Identity Theft" is a discussion paper for public consultation, an initiative of the Consumer Measures Committee. The committee is made up of representatives from the federal, provincial and territorial governments and provides a forum to improve the marketplace for Canadian consumers. The consultation paper explores options to amend federal, provincial and territorial laws.

### **Ontario: Digital Imaging Network a Milestone for e-Health in Canada <sup>9</sup> (*e-Services*)**

At Tillsonburg District Memorial Hospital (TDMH) in southwestern Ontario was a ceremonial cutting of a sheet of film by Rob VanDoninck, the hospital's diagnostic imaging service coordinator. The action symbolized an e-health milestone that will have an impact for many years to come: the transition from film to digital diagnostic imaging in a group of hospitals in Ontario's Thames Valley district. Tillsonburg is the first of six Thames Valley community hospitals to connect to a shared digital imaging network that will link six community hospitals with one another and with two teaching hospitals in London, Ontario.

### **Ontario: Ontario Tightens Online Sales Legislation <sup>10</sup> (*e-Commerce*)**

The *Consumer Protection Act*, which comes into effect July 23rd, 2005 sets explicit guidelines on how Internet-based business must be conducted. It covers the way individuals do business with companies, but not transactions among businesses. Most of the legislation is designed to protect customers and encourage business over the Internet, says Bernadette Eischen, who specializes in Internet law with the Borden Ladner Gervais Business Advisory Group. "There is some benefit to business, because consumer confidence is increased," Eischen says. The act applies to all companies, large and small, that do business in Ontario, even when one of the parties is not in the province. Problems might arise, however, if an Ontario customer runs into trouble with a foreign seller that does not feel bound by Ontario law, or has no assets in Ontario that can be seized. That becomes a multi-jurisdictional issue, Ms. Eischen says, making it tough to enforce.

### **Ontario: Ontario Fails in e-Government <sup>11</sup> (*e-Government*)**

<sup>7</sup> <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=59544>

<sup>8</sup> <http://ogov.newswire.ca/ontario/GPOE/2005/07/06/c9199.html?lmatch=&lang=e.html> CIOB News 2005-07-07

<sup>9</sup> <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx> CIOB News 2005-07-04

<sup>10</sup> <http://ctv.globetechnology.com/servlet/story/RTGAM.20050727.gtkapicaontjul27/tech/Technology/techBN/ctv-technology>  
CIOB News 2005-07-28

<sup>11</sup> <http://ctv.globetechnology.com/servlet/story/RTGAM.20050728.gtegov0728/tech/Technology/techBN/ctv-technology> CIOB News 2005-07-29

Some 40 per cent of Ontario government information technology projects fail to meet budgets, deadlines and other expectations, according to a report by former auditor general Denis Desautels. Ontario spends more than \$925-million a year to maintain and enhance the government services it offers electronically. Some projects go over budget, many are mismanaged and some were even cancelled after substantial amounts of money were spent. Desautels recommends Ontario launch fewer projects and ones that don't take as long to implement. He also says the projects should be managed within government rather than by private project managers.

**Ontario: High-Tech Border Pass Raises Alarm: Privacy Expert Fears Device is Step Toward Total-Surveillance Society** <sup>12</sup> (*Biometrics / Privacy*)

Kingston's closest United States (US) border crossing will employ high-tech radio frequency technology to monitor visitors from other countries who want to enter the States from Canada, a move that alarms both a Kingston privacy expert and an immigration specialist. Indeed, the US Department of Homeland Security said that the crossing between Lansdowne and Alexandria Bay, NY, will be one of three Canada-US land borders to require non-Canadians to carry wireless devices as part of a pilot project under US VISIT initiative. Visitors to the US will get the card the first time they cross the border and will be required to carry the document on subsequent crossings to and from the States. Border guards will be able to access the information electronically from 12 meters away to enable those carrying the devices to be processed more quickly.

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<sup>12</sup> CIOB News 2005-07-29