

**PKI Scan
Canada & Provinces**

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PKI International Scan

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International PKI Scan

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

Tax Agency Defends Closing Info Offices: Government Will Save \$65M By Shutting Walk-In Centres ¹ (*e-Government*)

The closing of about 100 walk-in tax service counters across the country within the next three years should not cause problems for people making their returns, a Canada Revenue Agency spokeswoman said on March 31, 2005. Indeed, starting next year, the agency plans to close 45 information, and 56 cash payment counters, which will save about \$65.2 million over five years. "The service counters, used by people looking for advice, or wanting to file information and make payments, are being closed as the agency hopes to capitalize on the increasing use of the Internet, telephone networks and self-service kiosks. People seeking help in person will still be able to make appointments at agency offices," said Ms Gentes-Hawn. Cash payment counters receive seven per cent of payments made to the agency while using about a quarter of its payment-processing budget.

Telus Lance Trois Solutions de Sécurité Pour les Entreprises et les Gouvernements ² (*Authentication / Online Transactions*)

Telus annonce le lancement de trois nouvelles solutions de sécurité destinées aux entreprises et aux administrations gouvernementales. La solution de prévention des attaques par saturation de Telus est la première en son genre au Canada, en ce qu'elle surveille continuellement le trafic sur le réseau du client pour détecter et détruire toute anomalie éventuelle. La seconde, la solution de prévention des intrusions protégerait l'environnement réseau contre les attaques externes. La solution de réseau privé virtuel SSL éliminerait, quant à elle, le besoin de déployer des logiciels clients de même que les frais de maintenance et d'assistance informatique en tirant parti de la capacité d'Internet pour le transport de données.

System Tracks PDF Documents ³ (*interoperability*)

A Canadian company has developed a system for businesses to track Portable Document Format (PDF) documents in the same way they can keep tabs on Web visits. With the service from Remote Approach, companies can insert a small programming script into documents using the PDF from

¹ CIOB News 2005-04-01

² <http://benefice-net.branchez-vous.com/nouvelles/05-03/09-177703.html>

³ <http://ctv.globetechnology.com/servlet/story/RTGAM.20050331.qpdfmar31/tech/Technology/techBN/ctv-technology>

Adobe Systems Inc. The script sends a message over the Internet with such details as the file name, the computer's Internet address and any unique identifier the company might have included. Remote Approach is also working on a feature that would let a company block a document from being read if there's no Internet connection. Another feature in the works would allow tracking on a page-by-page basis. Privacy and security experts say the PDF tracker doesn't appear worse than what's already done elsewhere, but independent consultant Richard Forno worries about any requirements to be constantly on-line.

Survey Finds Prominent Forms of Security Still Fairly Basic ⁴ (*Authentication / e-Commerce*)

A survey conducted by Ipsos-Reid indicates, that although the majority of Canadian retailers are clearly expressing concern over the rising risk of security threats, and online transaction fraud; relatively few have taken proactive measures to combat the threat. Seventy-five per cent of 500 retail executives surveyed see misappropriation of credit card information as a significant security threat to their businesses and customers. The largest retailers (\$100 million+ revenue) expressed the most concern (80 per cent). Among other key security risks in online transaction processing, over 60 per cent of executives cited back-end hacking used to illicitly obtain payment gateway, password and user information, network account, and transaction intrusion attacks. More than half of respondents also acknowledge data security policies and enforcement are a source of possible security risk. Firewalls and Virtual Private Network (VPN) solutions are employed by 64 per cent of respondents, and 51 per cent reported using Personal Identification Number (PIN) and static and/or dynamic passwords.

Rural, Remote High-Speed Internet Back On Front Burner ⁵ (*e-Government*)

The federal government is poised to put the issue of high-speed Internet access for remote communities back on the political agenda, as the former policy from the technology boom has been identified as a key focus in Ottawa's upcoming review of the telecommunications sector. The three-person telecom review panel will be asked to assess whether governments should again pursue the goal of providing high-speed access to rural communities, how it should be done? And how much it would cost? government and industry sources said. The panel will also be asked to look at such issues as how quickly Canada adopts new technology? The thorny issue of the industry's foreign-ownership restrictions, and most of all, how the telecommunications sector is regulated? It is expected to report by the end of the year.

ID Thieves Steal Your Money the Modern Way They Dumpster-Dive, 'Phish' Online to Get Your Info ⁶ (*Authentication / Privacy*)

In many ways, identity thieves are modern-day bank robbers. Manitoba Finance Minister Greg Selinger recently noted, "law enforcement agencies have named identity theft as the fastest-growing crime that business, consumers and governments face." An Environics survey found three per cent of adult Canadians, more than 900,000 individuals were victims of identity theft in 2003, and CBC's Marketplace has reported that the cost of identity theft for consumers, banks, credit-card firms, stores and other businesses is \$2.5 billion a year. What should you do to minimize the risk of being a victim of identity theft? The common theme is: take responsibility and protect your personal information. The privacy commissioner of Canada has provided a checklist on how to fight identity theft.

⁴ <http://www.siliconvalleynorth.com/home/news/Uttcalgoue20050331.html> CIOB News 2005-04-01

⁵ <http://www.theglobeandmail.com/servlet/ArticleNews/TPStory/LAC/20050404/RINTERNET04/TPBusiness/?query=Rural%2C+remote>

⁶ CIOB News 2005-04-02

Passports to Get Electronic Upgrade; Tiny Chips, Antennae Can Send ID Information to Scanners ⁷ (Biometrics)

In an attempt to stop identity fraud, the federal government expects to start issuing electronic passports by the end of the year, according to Dan Kingsbury, a spokesman for the Passport Office in Ottawa. The E-passports will look like regular passports but will contain radio frequency identification (RFID) tags that can be read by a scanner. The Office of Privacy Commissioner of Canada has had meetings with the Passport Office to discuss privacy issues related to the new high tech passports. Privacy experts want to make sure scanning of passports would be confined only to the purpose for which it is intended. Renee Couturier, spokesperson with the office of the Privacy Commissioner in Ottawa said, "there are certainly privacy implications if it is not used appropriately and if the data is shared with another system that doesn't have safeguards."

Canadians' Online Dealings With Govt Up 400 Per Cent ⁸ (e-Government)

2005 Government On-Line (GOL) annual report titled: From Vision to Reality...and Beyond, stated that 31 per cent of Canadians' most recent contact with the government was via the Internet. Online interactions with all levels of government have increased by 30 per cent, from 150 million in 2001 to almost 600 million in 2004. The 2005 GOL target is to put the 130 most commonly used services of the federal government online. While all 130 services are online, they offer various degrees of functionality and will continue to evolve beyond 2005, according to Ken Cochrane Chief Executive Officer (CEO) of Public Works and Government Services Canada's (PWGSC) IT Services Branch. "Seventy-one services have met their 2005 service progression targets. The remaining 59 are at an average of 80 per cent completion, and are on schedule to achieve their targets by December 2005." Mr. Cochrane said.

Govts Focus Too Much On Providing Online Svcs - Accenture Report - Canada Ranks 1st - 5th Time ⁹ (e-Government)

In Accenture's sixth annual report seen by the Wall Street Journal and Dow Jones Newswires, it is found that electronic government services don't take the place of just plain government services. While e-Government "has matured quite a bit over the years, overall customer service delivery has not improved", the report said. Nevertheless, Canada ranked first for the fifth consecutive year with a 68% score for efficiency in dealing with its citizens, what Accenture calls "service delivery maturity." The US was second with 62%, while Denmark and Singapore tied third with 56%. The average score was 48%. The study also shows, that most countries have invested in making public services available on the Web but have failed to invest in other methods of communication; while 57% of citizens interviewed said they used the telephone to contact government departments, in parallel to the 22% using the Internet.

A League of Its Own (Canada's 1st Place Accenture Rating - UK Perspective) ¹⁰ (e-Government)

The reason the Accenture survey places Canada so far ahead of Britain, is that it has used the web to re-think how public services are run. Accenture gives highest marks to governments using IT to join up services for the benefit of the "customer". Examples include New York City's "311" number, which consolidates 40 organizations and 14 pages of telephone numbers into a single contact centre. France, not traditionally renowned for customer-centric bureaucracy, last year launched a similar offering; Allô, Service Public (dial 3939) promises to answer any request for administrative information in less than three minutes. Marcus Robinson, an Accenture e-Government expert, says the Canadians have long taken the idea of "citizen focus" seriously. A bilingual federal web portal is designed from the point of view of citizens and businesses, rather than government agencies. A

⁷ CIOB News 2005-04-02

⁸ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-780fd452-a580-4457-8b5c->

⁹ <http://sg.biz.yahoo.com/050405/15/3rpg6.html> CIOB News 2005-04-06

¹⁰ <http://politics.guardian.co.uk/egovernment/story/0,12767,1458791,00.html> CIOB News 2005-04-14

new service, eContact, now being piloted, directs citizens to information regardless of jurisdiction or location.

Impressive e-Government Take-Up in Canada ¹¹ (e-Government)

Launched in 1999, the Government On Line (GOL) initiative aimed at e-enabling the 130 most commonly used federal government services. Today, all of those services are online and can be accessed through the federal portal. With almost 600 million interactions between citizens and the federal government in 2004, compared to 150 million in 2001, e-Government is now a key channel for the delivery of public services in Canada and represents almost a third of the total number of transactions. Further more, and according to a 2004-2005 EKOS survey on trends in Internet usage and access, 78% of Canadians had used the Internet in the past three months, 72% had Internet access at home, and Canadian households with high-speed Internet access outnumbered those with dial-up access.

Successful e-Government in Canada ¹² (e-Government)

Tom Riley the co-Founder, Chair of the Board and Chief Executive of the [Commonwealth Centre for Electronic Governance](#) in London, explains the Canadian Government's citizen-centric approach to e-Government, and said, there are many factors at play that have led to Canada being a world leader in e-service delivery. One of the most successful factors was the top political and public service leadership and support, and the sufficient funding over the years with the programme being made a government wide priority in the 1999's speech of throne. Within the public service a Committee of Deputy Ministers, known as Telecommunications and Informatics Management Subcommittee (TIMS), were assigned the responsibility of ensuring the government's promise on e-Government was kept. Another factor, is that the officials responsible for e-Government, and what became the Government Online (GOL) initiative, looked at the delivery of services by taking an all-government approach to e-service delivery. What this means is that services were organized by category and not delivered on a department-by-department basis.

IDC Canada Calculates the IT Costs of Productivity ¹³ (e-Government / e-Services)

The Government On-Line (GOL) program has met with some success, said senior government analyst Massimiliano Claps, but it's just one layer, riding on top of a monolithic infrastructure. Therefore, and in order for government productivity to increase, Mr. Claps said, the government must learn to tunnel deeper and integrate services. "E-service delivery is beginning to fall of government radar", he added. In a 2003 IDC study, 42 per cent of government executives ranked e-services as a top priority. Last year that number fell to 25 per cent. The government is focused on doing more with less, he said, echoing the private sector's interest in productivity gains. To do so, one way to succeed is to reduce the duplicated effort that occurs between departments.

Canada Put on the On-Line Map ¹⁴ (e-Services)

An interactive, Web-based, fully bilingual atlas of Canada has been launched by The Royal Canadian Geographical Society and Canadian Geographic magazine. The atlas, which is now available free of charge over the Internet at: <http://www.canadiangeographic.ca/atlas>, surpasses traditional print atlases using the latest interactive technologies to bring to life maps and colorful presentations of Canada's geography, culture and people. The project was made possible through the support of the Government of Canada, through the Canadian Culture Online Program of the Department of Canadian Heritage, TD Bank Financial Group, and Microsoft Canada.

¹¹ <http://europa.eu.int/idabc/en/document/4083/194>

¹² <http://www.egovmonitor.com/node/709> CIOB News 2005-04-29

¹³ <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=58584> CIOB News 2005-04-14

¹⁴ <http://ctv.globetechnology.com/servlet/story/RTGAM.20050405.gtmapp0405/tech/Technology/techBN/ctv-technology>

Poor CRM Spells Lost Revenue for Banks, Survey Says ¹⁵ (e-Commerce)

In a survey of the world's top 300 retail banks, United Kingdom (UK)-based market research firm Datamonitor found that Canadian banks are missing business opportunities because of inadequate Customer Relationship Management (CRM) systems. According to the report, all Canadian banks surveyed did not have integrated channels to cross-reference customer interactions across e-mail, the Web, or the phone system. This leaves the client feeling less like a customer, and more like an unknown entity so far as the bank is concerned, the report added. "Integration of channels is imperative for banks to attract and retain customers," the Datamonitor report said. The report also found that nearly half of Canadian banks surveyed were either unwilling or unable to capture basic customer data during interactions, failing to leverage existing investments in CRM systems.

DND Tackles Global e-Health Record Mission ¹⁶ (e-Services)

The Canadian Department of National Defence (DND) has entered Phase 2 of the paper-based health care record system for its members that can be accessed from anywhere in the world. The project, awarded to Lockheed Martin Canada, will allow more than 2,500 Canadian Forces health care employees across Canada to share information securely and provide services for 85,000 regular and reserve personnel. Along with the usual health care data related to radiology and other medical records, the system will also include dental data. Brian Roach, project manager for the Canadian Forces (CF) health information system project, said the advantage of using an electronic system is that it will allow for a continuity of care that CF members don't have at the moment.

Virtual Canada Now Available ¹⁷ (e-Services)

Virtual Canada is a project that connects seven Canadian museums, the Canada pavilion in Japan, and Canadian schools and public users in an international network of virtual landscapes and exploration of themes. Participating museums hosting a CyberExplorer interactive console include: Science World in Vancouver, Ontario Science Centre in Toronto, Montreal Science Centre in Montreal, Canadian Museum of Civilization in Gatineau, Canada Science and Technology Museum in Ottawa, Maritime Museum of the Atlantic in Halifax, and Prince of Wales Northern Heritage Centre in Yellowknife.

Electronic Commerce and Technology - Statistics Canada ¹⁸ (e-Commerce)

Online sales by Canadian companies and government departments grew substantially for the fifth consecutive year in 2004, but e-commerce still accounted for less than 1% of total operating revenues for private businesses. Combined private and public sector online sales increased 49.7% to \$28.3 billion. Online sales by private firms increased 45.5% to \$26.4 billion, while those by the public sector more than doubled to \$1.9 billion. Private sector firms accounted for 93 cents of every dollar of goods and services sold online, while the public sector accounted for only 7 cents. Electronic business is still concentrated in large firms. Only 7% of private companies engaged in e-commerce last year, unchanged from 2003. These firms represented 27% of gross business income in Canada.

Feds Probe Possible Holes in Critical Infrastructure ¹⁹ (e-Government)

¹⁵ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-e3fdb57e-e158-4e39-a6d9-de487083bdae&News=Daily%20Wire&title=Poor%20CRM%20spells%20lost%20revenue%20for%20banks,%20survey%20says>

¹⁶ <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=58566>

¹⁷ <http://www.theglobeandmail.com/servlet/story/RTGAM.20050412.gvirt0412/BNStory/Technology>

¹⁸ <http://www.statcan.ca/Daily/English/050420/d050420b.html> CIOB News 2005-04-22

The federal government is ending nearly \$3 million to find out how Canada's critical infrastructure IT systems are connected. The research is aimed at deciphering all the links connecting Canada's critical infrastructure, including the banking, telecommunications and energy sectors. The funding comes out through Public Safety and Emergency Preparedness Canada (PSEPC), and Science and Engineering Research Canada (SERC). "When we began to ask our partners what the challenges were, they said the biggest one is IT, it's cyber, it's the thing that connects all of us," said Janet Bax, senior director in PSEPC's infrastructure assurance program. "It's the thing that has expanded horizons but also it has increased vulnerability."

Privacy, Security Can Work Together ²⁰ (*Privacy*)

At the Treasury Board of Canada's access to information and privacy conference, held on April, 2005, in Ottawa, federal privacy commissioner Jennifer Stoddart warned that privacy legislation, and policy responses are not keeping pace with other government initiatives to increase its powers of surveillance through legislation and technology. In fact, the legislation that governs the handling of Canadians' personal information, the *Privacy Act*, contains no provisions requiring the privacy commissioner to be notified when a government department intends to conduct data mining or matching. With respect to this, Stoddart said her office plans to examine issues of collecting personal data by the government. Other recommendations proposed to enhance the *Privacy Act* were in the area of information security. She added that outsourcing, and the *US Patriot Act* remain serious issues affecting Canadians' privacy, not covered by the *Privacy Act*.

Provinces

British Columbia: Premier's Technology Council Releases Seventh Report ²¹ (*e-Government*)

The Premier's Technology Council (PTC) released its seventh report, noting the progress that has been made in advancing British Columbia (BC)'s technology competitiveness since 2001. The council notes that the Province has acted on over 90 per cent of its recommendations to date, including actions to: Bridge the digital divide, which has been a key priority for the council since its inception. The Province's recently announced partnership with TELUS will see broadband Internet access extended to the 366 communities identified by the PTC by the end of next year. The council defined a community as one having a public school, library or health care facility.

British Columbia: BCTF Calls New Student Database 'Orwellian': Federation Worries About Privacy, Says Victoria's Intent on More Control of Education ²² (*Privacy*)

The British Columbia (BC) Teachers' Federation is warning members about plans for a central computerized database called the BC electronic Student Information System (BCeSIS). The union says the system, to be introduced in a few pilot schools this fall, was created stealthily, and without teacher input. It says also, that parents should be concerned because extensive centralized data about their children, including psychological reports, could fall into the wrong hands or be retained indefinitely. In this respect, Penny Tees, president of the BC School Trustees' Association, said school districts already have serious obligations to protect privacy. "This system will be no different," she added.

British Columbia: Lessons in Cybersafety ²³ (*PKI / Authentication / Privacy*)

¹⁹ <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=58635>

²⁰ http://www.infomedia.gc.ca/AllContent/articles/unrestricted/2005/04/all050105839755_29.html CIOB News 2005-04-29

²¹ http://www2.news.gov.bc.ca/nrm_news_releases/2005OTP0066-000543.html

²² CIOB News 2005-04-12

British Columbia's Ministry of Management Services recently produced its sixth annual conference on privacy and security issues, this time focusing on Synergies in an E-Society. Jonathan Zittrain executive director of the School for Internet and Society at Harvard Law School told the meeting that "the Internet is leading the way in the erosion of privacy, and there's nothing we can do about it." In Zittrain's view, the open nature of the Internet, "it lets anyone who can say who they are have access, no matter who they really are. The fact creates problems, because it assumes that "everyone is reasonable and nice." There are control issues with such approach, he acknowledged, but "I think we're heading toward a licensing scheme. " It's just a question of who's going to administer it. Will it be software companies, trying to figure out how to keep viruses out of their operating systems? I'm not sure they want that role, but they may have to take it by default," Zittrain said.

Manitoba Plans To Link Health System Through Internet ²⁴ (e-Government / e-Services)

The Manitoba government is making a plan to link the province's health-care system through the Internet to speed treatment, and boost productivity. The project called E-Health, would see Web-based technology connect to more than 80 individual sites, such as hospitals, personal care homes and regional health authority offices, and to a detailed patient record accessible from anywhere in the province. Health Minister Tim Sale said, "we think this is pretty unique in Canada. We're trying to take a province wide view of IT, which is something that so far has never been done." Electronic patient records were identified in the 2002 royal commission on the future of health care as a key to modernizing administration and improving access. The provinces have already agreed with Ottawa on a rough plan to have electronic patient records for half of all Canadians by 2010.

New Brunswick: All N.B. laws, regulations going online ²⁵ (e-Services)

New Brunswick will soon become one of the first provinces to offer free full-service Internet publication of all of its laws and regulations. A new computer system, called E-laws, will be a fully automated Internet publication service featuring automatic updates to New Brunswick's approximately 400 acts and 800 regulations. Some aspects of the system are up and running now, while the full project will be completed over the course of the next two years.

New Brunswick: SNB Launches New Geographic Data & Maps Section Online ²⁶ (e-Services)

Hundreds of distortion free aerial photos, or orthophotos, and all pages of the New Brunswick Atlas are available as free downloads in various formats from the Service New Brunswick (SNB) website at <http://www.snb.ca>. In this regard, Percy Mockler, Minister responsible for Service New Brunswick said, "providing online data for free like this provides benefits to the tourism and recreation industries, the real estate, environmental industries, and even the schools of this province. Efforts like this advance the government's eNB agenda, a key element of New Brunswick's Innovation."

Ontario: Liberals Deny Threat To Land Registry ²⁷ (PKI / Authentication)

In a report, the law society of Canada said mortgage fraud is a growing problem in Canada, with more than \$300 million in fraudulent deals made every year. Norman Inkster, former commissioner of the RCMP, who now works with the Gowling Lafleur Henderson law firm on fraud cases, said mortgage fraud has been growing "exponentially" in recent years. Even Bonnie Foster, vice-

²³ <http://www.itworldcanada.com/Pages/Docbase/ViewArticle.aspx?ID=idgml-37fd1607-7e00-4c61-b345-76d5ca5366e0&title=Lessons%20in%20cybersafety>

²⁴ <http://intranet/tbnews/stories/2005/20050418i1605.htm>

²⁵ CIOB News 2005-04-28

²⁶ <http://www.gnb.ca/cnb/news/snb/2005e0379sn.html>

²⁷ CIOB News 2005-04-08

president corporate communications for Teranet Inc. said, "we feel that we have the appropriate security in place at the moment." To do so, the fraudster would have to know the log-in and user name of the person who was originally issued the disk and a secret phrase that acts as the personal identification number (PIN) to gain access to the system. The online system handles 1.4 million land registrations a year.

Prince Edward Island: PEI – Use of Central Reservation System Essential To Tourism Success²⁸ (e-Commerce)

Prince Edward Island's tourism industry is poised to better serve its clientele in 2005 thanks to the online reservation system which allows visitors to book accommodations on PEI year-round. The system provides a cost-efficient and user-friendly reservation system that benefits both visitors and business owners. Judy MacDonald, President of the Tourism Industry Association of Prince Edward Island (TIAPEI) said, "the industry has long recognized that an efficient central reservation system is needed to allow visitors to book their accommodations, and we encourage all licensed accommodations and campgrounds to take advantage of the technology to better serve their customers."

Quebec: Desjardins Group To Pioneer Smart Chips on Debit Cards²⁹ (Smart Cards / e-Commerce)

Desjardins Group says it's the first to announce a viable chip-on-debit-card deployment strategy. The Interac Association has been agitating for the migration from magnetic stripes on cards to smart chips for some time and recently announced the infrastructure would be ready to allow for the transition by the end of 2006. The first financial institution in Canada to take advantage of that infrastructure will be Desjardins at Lévis - Quebec, with an initial target date of 2008, said vice-president of the personal banking division Eric Lemieux. "We want to move forward, and are already changing our Asynchronous Transfer Mode (ATM)s to be able to read chip cards."

Quebec : Bulletin du Gouvernement En Ligne - Avril 2005³⁰ (e-Government)

Un nouvel outil consacré à la démocratie municipale s'offre à la population, soit le site « Élections municipales 2005 », lequel présente les processus et les données pratiques pour participer à la vie municipale, de la mise en candidature à l'exercice du droit de vote. Le site Élections municipales 2005 résume l'importance de la qualité de vie à travers les initiatives que sont, les projets d'environnement, de transport en commun, d'activités de loisir, etc. Aussi, il répond aux questions les plus courantes que sont : qui peut voter, où, quand, comment, et où se renseigner sur les candidates ou candidats?

Quebec : Placement Étudiant du Québec - Emploi-Québec En Ligne avec les Étudiants et les Étudiantes³¹ (e-Services)

Pour l'heure, les étudiants en recherche d'emploi de même que les employeurs souhaitant recruter du personnel étudiant peuvent profiter des services de placement d'Emploi-Québec, accessibles gratuitement au son site www.emploietudiant.qc.ca. Avec l'intégration récente du Placement étudiant du Québec à Emploi-Québec, le service Placement en ligne a été modifié afin d'accueillir les candidatures des étudiants et étudiantes ainsi que les offres d'emploi qui leur sont destinées.

²⁸ <http://www.gov.pe.ca/news/getrelease.php3?number=4058&PHPSESSID=7923708bff7a84912d424467185365ba>

²⁹ <http://www.itbusiness.ca/index.asp?theaction=61&lid=1&sid=58511>

³⁰ <http://www.bulletin.gouvernement.gouv.qc.ca> CIOB News 2005-04-01

³¹ <http://communiqués.gouv.qc.ca/gouvqc/communiqués/GPQF/Avril2005/05/c2242.html> CIOB News 2005-04-06