



Serving
GOVERNMENT,
Serving
CANADIANS.

Digital Signature

What's in it for me, you...us ?!?



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Public Services and
Procurement Canada

Services publics et
Approvisionnement Canada

Canada

Purpose

This presentation focuses on the digital signature using Entrust (MyKey) and the departmental approved KOFAx Power PDF software supported by a recognized Public Key Infrastructure (PKI) technology for the Government of Canada in the context of the contracting authority s.41



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Where do we

Start



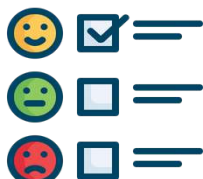
PSPC Mandate Letter

- ✓ Modernization of procurement and best business practices



**PSPC
Corporate Initiatives**

- ✓ Greening the way we work
- ✓ Changing the way we work
- ✓ Changing the way we deliver service



Client Services

- ✓ Service excellence
- ✓ Service standards



H ? W Change Management Model

Based on **ADKAR**, PSPC's endorsed change management model



AWARENESS

of the why & need
to change to Digital
Signature

- ✓ Alternative to wet signature (contracting authority s.41)
- ✓ Greening operations (paperless)
- ✓ Modernization of procurement activities (increase workflow efficiency)



DESIRE

to embrace and fully
support the change
to Digital Signature

- ✓ Employee empowerment (part of the decision-making and solution)
- ✓ Management vision (influential leadership, transparency, engagement, flexibility)
- ✓ Build trust towards a common goal



KNOWLEDGE

to understand 'how
to' use the Digital
Signature

- ✓ Demonstrate the new business process for s.41
- ✓ Demonstrate the tools needed to apply the digital signature (MyKey & Kofax software)
- ✓ Demonstrate the use of electronic repository (Gcdocs)



ABILITY

to implement and
practice the Digital
Signature

- ✓ Develop and share playbook (business process)
- ✓ Present virtual sessions to employees
- ✓ Availability of Ambassador of change for support



REINFORCEMENT

to sustain the new
digital business
process

- ✓ Effective assessment during pilot
- ✓ Quality assurance activities
- ✓ Feedback

Enablement Zone

Engagement Zone

Source: **ADKAR Change Management Model Overview, Prosci**



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CH!LLENGES

- ✓ Unable to extract statistical **reports**



- ✓ **Culture** change
- ✓ Fear of change



- ✓ Unable to track business **activities**



- ✓ Heavy and **costly** paper burden



- ✓ **Alternative** to wet signature
(contracting authority s.41)



- ✓ Lack of common business **practices** processes
- ✓ no information sharing

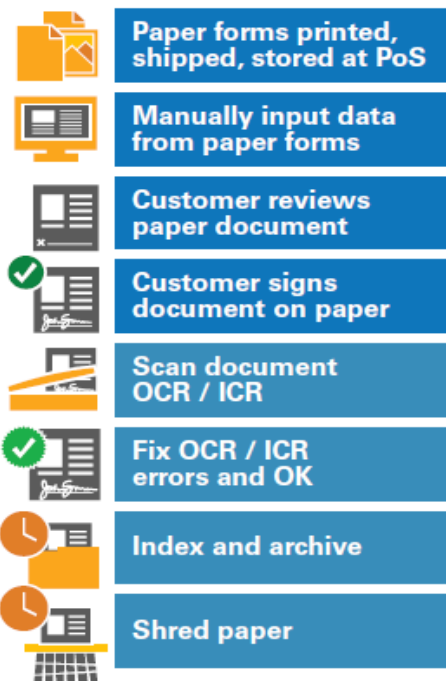


Business Process Workflow

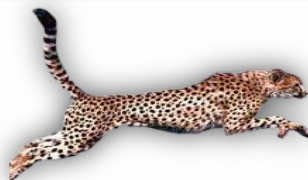
Current Manual Workflow



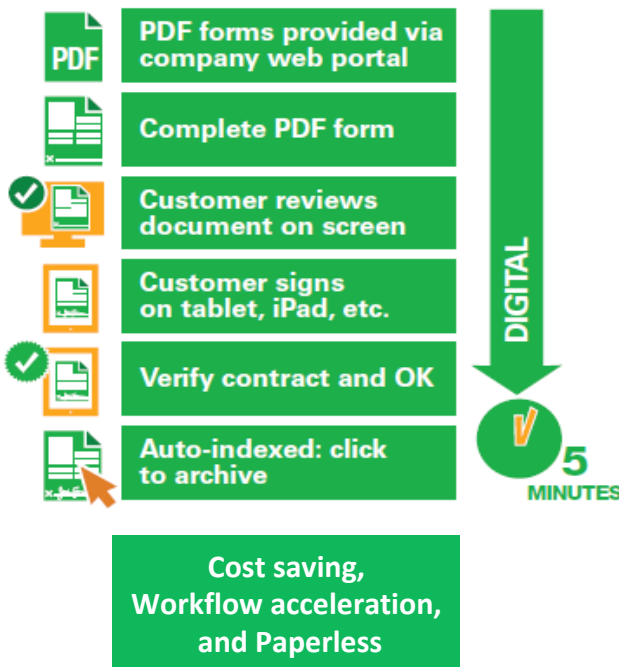
Potential for cost saving and workflow acceleration



Digital Workflow



Paperless straight-through processing: fast, efficient, secure



Proposed Digital Workflow will enable



- ✓ End-to-end business process digitization with digital signature
- ✓ Interactions between users and organization
- ✓ Supports multiple delivery PDFs
- ✓ Engage users through any type of documents' conversion.

Benefits of Digital Signature



- ✓ Enterprise-level standard approach using digital signature in support of s.41 contracting documents



- ✓ Supports greening initiatives



- ✓ Support of policy and existing Acts/Regulations related to digital signatures (appendix 1);



- ✓ Increase efficiency of contracting business process



- ✓ Reducing Costs (paperless, file storage)



Pilot Projects



2016-18

PSPC Acquisitions Program (AP)

- ✓ **s.41** – Digital signature on Low Dollar Value Contract based on departmental Policy Notification PN-112
- ✓ **s.34** – Office of Small and Medium Enterprise (OSME) invoice payment within 15 calendar days for contracts <\$100K

2020

PSPC Finance and Administration Branch

COVID-19 Pandemic

- ✓ **s.41** – Digital signature for contracting authority
 - Departmental Acquisition Services (DAS)
 - Material Management (MATMAN) regional offices

2018 Innovation Award Recognition – Digital Signature

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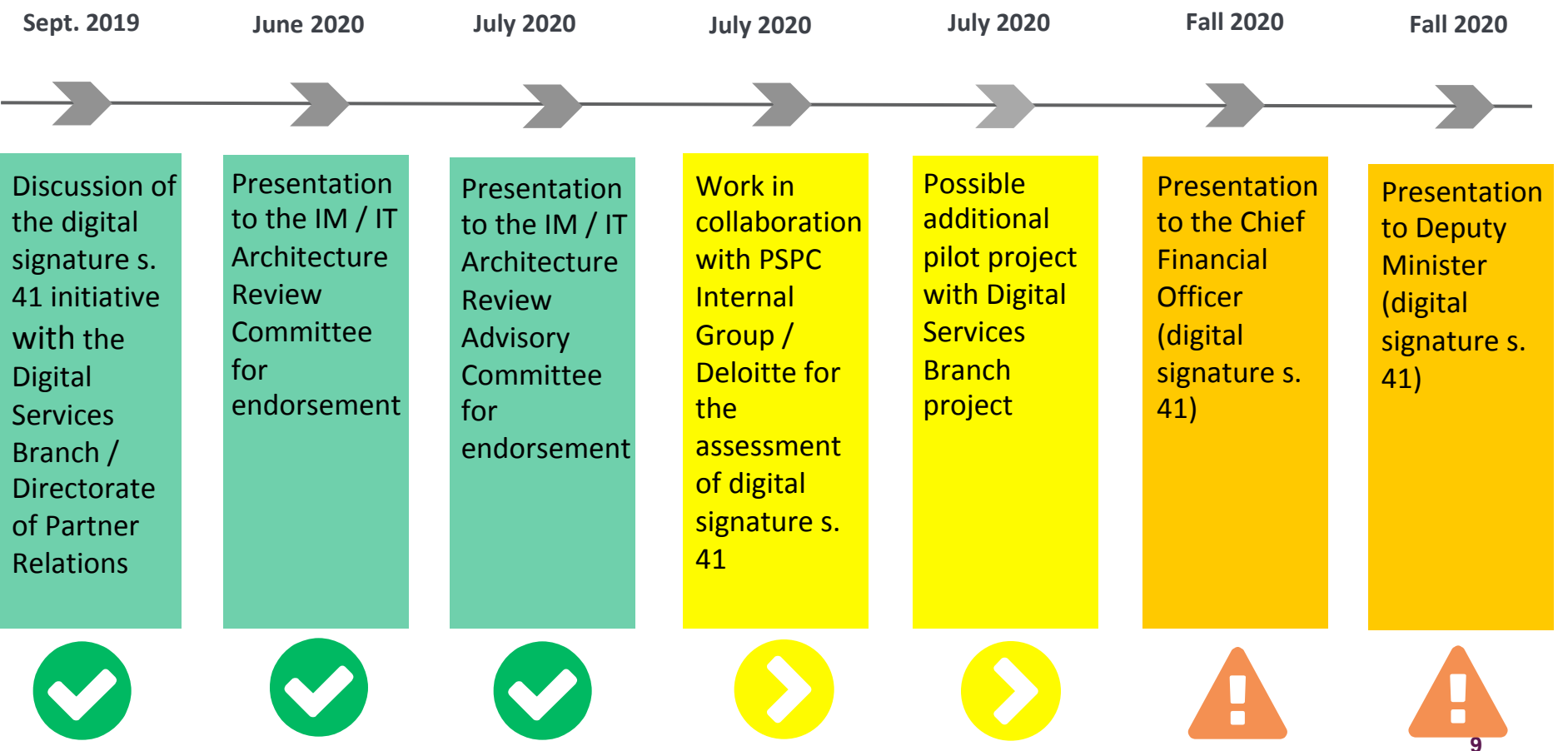
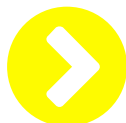
Government
of Canada

Gouvernement
du Canada

Canada

Way Forward and Next Steps

Completed, in progress and future steps:



APPENDIX 1: Regulations and Acts



Canadian acts and regulations that address electronic signatures include:

- ✓ [*Personal Information Protection and Electronic Documents Act*](#) (PIPEDA) Part 2;
- ✓ [*Secure Electronic Signature \(SES\) Regulations*](#) (annexed to PIPEDA and Canada Evidence Act);
- ✓ [*Electronic Payments Regulations*](#) (annexed to the Financial Administration Act (FAA));
- ✓ [*Payments and Settlements Requisitioning Regulations*](#) (annexed to the FAA); and
- ✓ [*Uniform Electronic Commerce Act*](#) (UECA).

Questions

