

Taking the Guesswork Out of Privacy: The Ontario Shared Services Privacy Review

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In the immediate aftermath of the largest privacy breach in the history of the Ontario Government, the Ontario Shared Services organization (which provides a range of financial and administrative business services for all Ontario government ministries) found itself the subject of an independently conducted, end-to-end review of its privacy practices, with the results directed to be made public. Challenged to move the organization from crisis to confidence, Ontario Shared Services developed an innovative public-sector-based privacy standard against which it was measured, and in the process, has taken the guesswork out of privacy compliance for front-line workers and senior executives alike. The results will likely have far-reaching impacts on strengthening the privacy culture within the Ontario Public Service, and afford a practical strategy for other sectors in strengthening their privacy culture.

Suggested Audience:

- Directors
- Superintendents with Privacy and Access Responsibilities
- Superintendents with MISA Responsibilities
- Information and Technology Managers
- Freedom of Information Managers
- MISA Leads
- Special Education/Records Staff
- Board Researchers and Analysts

Segments:

1. An Overview of the Presentation
2. The Ontario Shared Services Privacy Review
3. The Development of the Privacy Standard
4. What Constitutes a Standard?
5. The Roadmap that "Takes the Guesswork Out of Privacy"
6. The Steps Involved in Conducting a Privacy Review

Segment 1: An Overview of the Presentation

(Length: 1 minute)

Synopsis:

Sharon Cohen provides an overview of her presentation.

Segment 2: The Ontario Shared Services Privacy Review

(Length: 5 minutes)

Look for the following:

- Description of Ontario Shared Services
- Details of the Privacy Breach

Segment 3: The Development of the Privacy Standard

(Length: 5 minutes)

Look for the following:

- A definition of privacy
- A framework of fair information practices
- Privacy, confidentiality, security

After viewing Segment 3:

- What are fair information principles?

Segment 4: What Constitutes a Standard?

(Length: 9 minutes)

Look for the following:

- Elements of standards
- Issues related to the use of existing standards
- Transforming legislation into the language of a standard
- Management assertions related to standards

After viewing Segment 4:

- How important is it to have standards in the education sector?

Segment 5: The Roadmap that “Takes the Guesswork Out of Privacy”

(Length: 11 minutes)

Look for the following:

- Standards activities
- Methodology at a glance
- Inclusive standards-building process
- Complexities of building standards

After viewing Segment 5:

- What practical strategies can be used to guide your own privacy review?

Segment 6: The Steps Involved in Conducting a Privacy Review (Length: 10 minutes)

Look for the following:

- Action plan development
- Team creation
- Closing the gap
- Ongoing training program
- The use of modern tools

After viewing Segment 6:

- What are some positive aspects of being involved in the privacy review process?