# **CSPS Digital Academy - Practicum**

# **Learner Manual**

## **Welcome on board!**

## Thank you for taking part in this first iteration of the CSPS Digital Academy Practicum, where more than 60 learners from the Premium and Solutions Leadership programs will join and collectively seek, over 15 days, to accelerate solutions to real business problems. You are about to experience firsthand what working in an Agile, multidisciplinary team doing rapid prototyping feels like. We hope you will enjoy experimenting with us, and take full advantage of this unique learning opportunity as public servants.



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## **Location**

The practicum takes place at [Bayview Yards](https://bayviewyards.org/), 7 Bayview Road in Ottawa. This dynamic business accelerator is easy to access via public transit, and is home to many start-ups and technology firms. Logistical details - how to get there, parking, food services, etc. - can be found below.

## **Schedule**

* From 9:00 AM - 4:30 PM, May 21 to June 28, 2019, except for May 21, when registration starts at 8:30 AM. From May 29 onwards, please note that Bayview Yards opens its doors at 8:30 AM everyday, and closes at 5:00 PM. If you arrive early and the entrance door is still locked, there are cafes nearby with free wifi.
* The first week of the practicum is devoted to problem incubation and ideation on potential solutions. The prototyping/sprint phase begins on Tuesday, May 28, and ends on June 7. Teams are then given an extra day, on June 10, to prepare for the demo of their solution on June 11. A calendar with key touch points - presentation to other teams, panel presentations, retrospective, etc. can be found [here](https://docs.google.com/document/d/1_edZYosTJ1p5h74BR6c4e2dx344c1-nXBUtNUc0ACN8/edit?usp=sharing).
* Everyday attendance is expected of Premium learners, who will have access to a dedicated space at Bayview Yards. Teams are responsible for self-organizing from Week 2 onwards (see section *How to Organize as a Team* below for more details).

## **Learning Objectives**

By the end of the practicum, you will have experienced:

* the use of the Design thinking process for framing problems and ideating on solutions;
* the prototyping of a user-centered solution;
* a more agile way of working than what is typically found in the public service; and
* how to develop a compelling story around a potential solution.

## **Expected Outcomes**

In addition to solidifying your learning and making it more likely that you will apply what you have learned when you go back to your home organization, we also expect the following outcomes from the practicum:

* a common language around digital; what it means and how it translates into a governmental work context (mindset, behaviours and practices);
* a community of leaders and practitioners who will spread their new knowledge, skills and digital mindset across government, reinforcing the emerging ecosystem;
* paths to concrete solutions to real problems that will help increase efficiency and improve human experience.

## **The Approach**

* During the first week of the practicum, multidisciplinary teams with representatives from all Premium streams reframe the problems brought forward by solutions leaders from a user perspective, and ideate on potential solutions.
* During the second and third weeks, teams prototype solutions, following an iterative process involving feedback from other teams and expert panels.
* On June 11, teams demo their solution in front of an executive panel during a Showcase and Award event.

The Practicum calendar is accessible [here](https://docs.google.com/document/d/1_edZYosTJ1p5h74BR6c4e2dx344c1-nXBUtNUc0ACN8/edit?usp=sharing).

## **What Your Team Has To Produce**

Solutions will take different forms based on the type of problem they are addressing, who is affected by it, and who would benefit from the solution. Solution could target a policy, a framework, a process, a product or service delivery mechanism. It could take several forms: an app, an optimized website, a new way of managing and using data for optimizing planning, program or service delivery, a plan for engaging users and testing a hypothesis or approach, etc.

Prototyping is a fast and cost-effective way to start developing a solution. A prototype is a model that is usually incomplete (and not definitive) of what the end state of a product might be. It can take several forms, from a sketch on paper to a physical model that reproduces all the material characteristics and functional aspects of a proposed solution. It allows for the visualization of how a product or service will work.

For this first iteration of the practicum, we don’t expect every team to develop a high-fidelity prototype, or even a low-fidelity one. Depending on the nature of your initial problem, your team will be successful if at the end of the practicum you have:

* a more sophisticated understanding of the problem; or
* a solution concept; or
* A prototype that reproduces one or more functionalities of a future end state product, process or service.

## **Evaluation Criteria for Solutions**

On June 11, during the Practicum Showcase and Award event, members of an assessment panel will use the following criteria to assess your solutions:

|  |
| --- |
| Understanding of the problem |
| Process followed to get to the solution |
| Desirability and long-term viability |
| Potential impact on organizational results |
| Quality of storytelling |

Final presentations can take several forms (role play, live demo, video, slide deck, etc.), but will need to include mandatory elements such as:

* the problem the solution is trying to solve;
* people impacted by the problem;
* process taken to arrive at the solution;
* solution itself;
* benefits; and
* next steps.

More information on final demos and how to prepare for them will be communicated throughout the Practicum. Teams will also have dedicated time, on June 10, to finalize their demos.

## **Your Responsibilities**

As a Premium learner, you are expected to

* be there for your team throughout the entire practicum
* be flexible and willing to contribute to any aspects of solution prototyping, even those not directly related to your Premium stream
* share openly with other teams
* be on the lookout for potential connections between the solution your team is developing, and solutions developed by other teams
* provide constructive feedback to teammates and other teams
* help other teams if you see they are struggling with one aspect of their solution where your expertise would add value and enable them to get “unstuck”
* let the Digital Academy team know quickly about personal or interpersonal issues that may affect group dynamics, or your ability to contribute.

As a Solutions Leadership learner, you are expected to

* provide a safe space for your team to explore and experiment
* provide direction to your team while promoting the following Government of Canada digital standards
  + design with users in mind
  + iterate and improve frequently
  + work in the open by default
  + use open standards and solutions
  + address security and privacy risks
  + build in accessibility from the start
  + collaborate widely
* give green light for your team to move forward at key decision points during the first week of the practicum and afterwards
* present or guide the presentation of iterations of your solution and the learning associated with the process to other teams and panels throughout the practicum
* share information and problem solve with other Solutions Leaders

All learners are also expected to provide feedback and make suggestions for improvement to the Digital Academy team through daily surveys. They are also expected to fill out a daily attendance sheet, and complete an evaluation questionnaire on the last day of the Practicum.

## **How to Organize as a Team**

One of the objectives of the practicum is to have you experience what it feels like to be part of an agile team.

Space will be available at Bayview for teams to gather and work, but you won’t be attributed a formal office space with monitor, keyboard, mouse, etc. From Week 2, you will need to figure out, as a team, how you want to work. You will have the opportunity to introduce yourself to your teammates, to talk about the strengths you can bring to the team, as well as how you want to communicate and document your work in progress.

Agile coaches will introduce teams to spring planning at the beginning of the first sprint, and support them during the creation of their first backlog. Agile coaches will also be there to help teams get “unstuck”, and self-organize by using an Agile framework called scrum and its practices and events such as

* Daily 15-minute stand up (also known as daily scrum)
* Sprint planning
* Sprint review
* Sprint retrospectives

A member of the team will take on the role of Agile lead. It doesn’t have to be the same person throughout the practicum; team members can take turns. Again, it’s up to each team to determine how they want to work. This applies to demo preparation as well: everyone can help with the preparation, or it can be assigned to a specific individual in the team.

Even if you take on the responsibility of Agile or Demo lead, you will still have to contribute to the team in:

* bringing forward discussions and introducing concepts related to your stream
* suggesting practical applications of what you have learned throughout the Premium or Solutions Leadership program, including the choice of tools and approaches and their limitations

## **Support, Online Tools & Platforms**

Practitioners and experts from our four Premium streams will provide support to teams on a needs basis. You can consult our [Living Library](https://docs.google.com/spreadsheets/d/16moJEI1xuFCExNorSEs5EqsDAn5CrZsbggrBVG03U9c/edit#gid=1301322497) for names, areas of expertise, contact and availability. If you don’t know who to call to get advice or support, post a message on Slack and Louise, Ashley or Cory - or maybe someone from one of the other practicum teams - will respond. Never hesitate to ask your colleagues for help: the practicum is about collaboration, not competition.

* We suggest that you use Slack for communication and sharing with your team, other teams, and the Digital Academy. If you don’t have a Slack account yet, or don’t know how to configure it on your personal devices, [Cory Dignard](mailto:cory.dignard@canada.ca) will be on hand during the first week of the practicum to help you set up.
* We also suggest that you use [GitHub](https://github.com/csps-efpc-daan-students-etudiants) for content and scripts.
* If you need a digital tool to create and maintain your team backlog, we recommend [Trello](https://trello.com/).

# **Useful Info**

## **Preparing for the Practicum**

## The [problems](https://docs.google.com/document/d/1jWNulEzuk1966lqQnXnc0RJzTQnE1kBtbg-GJYefHi8/edit?usp=sharing) Solutions Leaders brought forward have already been shared with you. We recommend that you read them carefully before the beginning of the practicum. Please note that defining a problem is an iterative process, and what was shared with you will likely evolve during the first week of the practicum, as we reflect further on the problems and who they affect.

## **Logistics**

* Getting there: Bayview Yards adheres to a sustainable philosophy, and encourages the use of public transit. An adjacent paid parking lot only offers a limited number of parking spots, and free parking on the street is limited to two hours. We encourage you to use the various public transport options available. For more information, visit the [OC Transpo](http://www.octranspo.com/?from=splash) and [Société de transport de l’Outaouais (STO)](http://www.sto.ca/) sites.
* Food Services: a small food counter is available on site. It is open daily from 8:00 am to 3:00 pm. **For the first week of the Practicum (May 21 to 27), we recommend that you bring your lunch.** There are a few [locations](https://www.google.ca/maps/search/Restaurants/@45.4096854,-75.7367811,15z/data=!3m1!4b1!4m8!2m7!3m6!1sRestaurants!2s7+Bayview+Rd,+Ottawa,+ON+K1Y+3B5!3s0x4cce0441d4558e01:0x68c5b9a6731b105e!4m2!1d-75.7280263!2d45.4096858) within walking distance where you can also grab a bite**.**
* Devices:
  + If you have been given a device (Surface, MacBook or HP laptop), please bring this with you each day. Please note that you won’t be able to charge any devices at the tables, so make sure they are fully charged at the beginning of each day.
  + If you weren’t assigned a device or forget it, you can use your work device or your own personal device. Please note that your work device may block some or all of the sites and tools needed.
  + At the end of the day you will need to complete the daily tap out survey on Google form which will be posted in Slack.
* Bayview has free wifi.
* Dress Code: Casual. Bring a sweater or jacket to ensure your comfort. If the weather is nice, don’t forget sunscreen! Bayview Yards has a beautiful outdoor patio.
* Allergies: Some participants attending the course may suffer from environmental sensitivities. Please refrain from using fragranced products for the duration of the Practicum.
* Special needs: Please contact us at [csps.practicumdigitalacademy-practicumacademiedunumerique.efpc@canada.ca](mailto:csps.practicumdigitalacademy-practicumacademiedunumerique.efpc@canada.ca) if you require special accommodation.
* If you are a Twitter user and want to document or share your experience, you can use the hashtag #Practicum2019

## **Interacting with Bayview Residents**

Holding the Practicum at Bayview Yards offers a great opportunity for teams, if they wish to do so, to network and get to know some of Ottawa’s most forward-looking entrepreneurs in a space promoting creativity and innovation. We are currently examining different ways of facilitating informal interactions, such as tours of Bayview or lunch & learn. In the meantime, we ask all learners to respect the residents’ space and keep noise disruptions to a minimum.

# **For Your Action**

We have a few last questions before your Practicum experience begins:

1. We will be taking photos and videos throughout the Practicum. Some photos may be used for social media purposes. If you prefer not to be filmed or photographed, you can let the Digital Academy team know by sending an email to [csps.practicumdigitalacademy-practicumacademiedunumerique.efpc@canada.ca](mailto:csps.practicumdigitalacademy-practicumacademiedunumerique.efpc@canada.ca)
2. Do you have any allergies (food, environmental, other)? Please advise us by email by Friday, May 3, 2019.
3. If you require any accommodations, please let the Digital Academy team at [csps.practicumdigitalacademy-practicumacademiedunumerique.efpc@canada.ca](mailto:csps.practicumdigitalacademy-practicumacademiedunumerique.efpc@canada.ca)

Should you have any questions, please contact us on Slack or through the Practicum email address.

Thank you for participating in the beta cohort of the CSPS Digital Academy - Practicum! We look forward to welcoming you.

The Digital Academy Team