

## FAQ - FOR ALL PARTICIPANTS

Question	Answer
Why do we have a practicum?	<p>Research has shown that learners only retain about 10% of what they learn in the classroom, but that this percentage increases significantly when they are given an opportunity to apply their new skills and knowledge in a real-life context.</p> <p>The assumption is that the practicum will increase your retention and application of the new concepts, tools and approaches you have been exposed to over the course of the last few weeks by providing you an opportunity to prototype solutions to real-life problems affecting the Government of Canada.</p>
What are the expected outcomes?	<p>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:</p> <ul style="list-style-type: none"><li>• a common language around digital; what it means and how it translates into a governmental work context (mindset and practices)</li><li>• a community of leaders and practitioners who will spread their new knowledge, skills and digital mindset across government, reinforcing the emerging ecosystem</li><li>• paths to concrete solutions to real problems that will help increase efficiency and improve human experience</li></ul>
How will you measure success?	<p>In the short term, success will be measured through the prototyped solutions and the process used to develop them, including but not limited to:</p> <ul style="list-style-type: none"><li>• Do they show a good understanding of what a real problem is?</li><li>• Were data sets used efficiently and appropriately?</li><li>• Were accessibility and inclusion considered?</li><li>• Were representative users involved in the prototyping and testing process?</li><li>• Was there a high level of collaboration between team members, and between teams?</li></ul>

	<ul style="list-style-type: none"> <li>• Did the teams show adaptability and creativity?</li> <li>• Were the teams effective in leveraging the Agile process to get results?</li> </ul> <p>In the longer term, success will be measured by:</p> <ul style="list-style-type: none"> <li>• Number and reach of the solutions that evolved from prototypes created during the practicum</li> <li>• Strength of the communities of practice developed through the practicum</li> </ul> <p>Indicators are currently being developed.</p>
<p>As learners, what are we expected to demonstrate by the end of the practicum?</p>	<p>By the end of the practicum, everyone should be able to:</p> <ul style="list-style-type: none"> <li>• define a workable problem</li> <li>• apply Design Thinking and Agile processes and methods</li> <li>• use data to inform decisions</li> <li>• prototype a user-centered solution</li> <li>• tell a compelling story around a potential solution</li> </ul> <p>More specific learning objectives have also been identified for each stream, based on the curriculum covered.</p> <p><b>DESIGN</b></p> <p>By the end of the practicum, you should be able to:</p> <ul style="list-style-type: none"> <li>• Use different design tools and approaches to effectively identify and solve problems</li> <li>• Support the team in designing for good with emphasis on ethics, openness, inclusion and service</li> <li>• Identify and apply appropriate elements of design process to solve a specific design problem, including user research, usability testing, content design, information architecture, interactive and visual design</li> </ul> <p><b>AI &amp; MACHINE LEARNING</b></p> <p>By the end of the practicum, you should be able to:</p>

	<ul style="list-style-type: none"> <li>• Use different tools and approaches to identify and solve problems based on data</li> <li>• Support the team in using data and AI/ML with ethical considerations and government standards in mind</li> <li>• Identify and apply appropriate elements of data science/AI/ML to solve a specific data-driven business problem, including data collection and processing, data exploration and visualization, classification, clustering and advanced algorithms</li> </ul> <p><b>DATA</b></p> <p>By the end of the practicum, you should be able to:</p> <ul style="list-style-type: none"> <li>• Use different tools and approaches to identify and solve problems based on data</li> <li>• Support the team in using data and AI/ML with ethical considerations and government standards in mind</li> <li>• Identify and apply appropriate elements of data analytics to solve a specific data-driven business problem, including information architecture, data collection and processing, data exploration and visualization, sentiment analysis and predictive analysis</li> </ul> <p><b>DEVOPS</b></p> <p>By the end of the practicum, you should be able to:</p> <ul style="list-style-type: none"> <li>• Use different tools and approaches to identify and solve problems based on an agile method of development and IT operations</li> <li>• support the team in using development and operations in the GoC context</li> <li>• identify and apply appropriate elements of development and operations, including open source software, Cloud, Python, continuous integration and continuous deployment</li> </ul> <p><b>SOLUTIONS LEADERS</b></p> <p>By the end of the practicum, you should be able to:</p> <ul style="list-style-type: none"> <li>• Scope a problem</li> </ul>
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	<ul style="list-style-type: none"> <li>• Lead the development of a prototyped solution through a user-centered and Agile process</li> <li>• Lead the demonstration of a prototype</li> <li>• Set the conditions for success for a cross-functional team by making sure all members share a common vision and goal.</li> </ul>
Are we expected to come up with a fully developed solution?	No. As part of their final presentation, each team is however expected to present a plan on how the solution could be developed further and eventually implemented. You will get more information and instructions on what is expected for the final presentation before the beginning of the practicum.
Can the Cloud solution available to us be used for Protected information?	You will have access to our highly secured Cloud solution for unclassified data. For any questions regarding the Cloud, do not hesitate to contact Sean Kibbee on Slack or via email ( <a href="mailto:sean.kibbee@canada.ca">sean.kibbee@canada.ca</a> )
What is a prototype?	A prototype is a model that is usually incomplete (and not definitive) of what the end state of a product might be. A prototype 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.
What is the difference between a proof of concept (POC) and a prototype?	A proof of concept and a prototype can both lead to a desirable, feasible and viable solution. A proof of concept is used to demonstrate or disprove the validity of one or more assumptions and design choices, while a prototype allows for the visualization of how a product or service will work. A POC demonstrates that it CAN be done (feasibility); a prototype shows HOW (desirability/usability).
When and how will solutions be assessed?	Solutions will be assessed twice: on May 16 and May 24. We are developing assessment criteria that will be communicated to you during the orientation session that will be held the week before the practicum. The same criteria will be communicated and used by panel members who will assess your solutions. We are in the process of confirming panel members. Their names will be communicated to you by the end of Week 1 of the practicum.

When are the groups formed?	Groups will be formed at the end of Day 3 or at the beginning of Day 4 of the practicum, once we know what solutions will be prototyped.
How are the groups formed?	Groups are formed around solutions, and you decide where your contribution would add most value. Can't decide what group/solution to join? Don't worry! Our coordination team will be there to help you.
How many participants make up a group?	In addition to the Solutions Leader, 5 to 9 people can make up a group. You may need to switch group some days to replace absentees, or work with more than one group if your expertise is unique and required for more than one solution.
How many groups will there be in total?	The number of groups will be proportional with the number of solutions that will be prototyped. It won't exceed 14, which is the number of Solutions Leaders enrolled in the program.
Will all Premium streams be represented in each group?	Potentially, but not necessarily. Group composition may vary based on the solution being prototyped and the type of expertise it requires.
Can two groups work on the same problem?	Yes. Two groups can work on the same problem, each developing a different solution.
Will we be assigned specific roles ?	If you are a Solutions Leader, you are expected to take on the role of a Product Owner, guiding your team towards a desirable, feasible and viable solution to a real-life problem or challenge. You will provide directions to your team, and be available for decision-making. You will also present iterations of your solution to other teams and panels throughout the practicum. If you are a Premium participant, you will be part of the development team and be expected to "do" the work needed to bring the solution to life.
What type of support will we receive?	Teams will be assigned an Agile coach in case they need to be guided and supported through the Scrum process. Design, data, AI/ML, and DevOps practitioners will also be available to help teams validate problems, brainstorm ideas, select ideas for prototyping, and prototype and test solutions. Technical assistants

	will be available to resolve technical issues, and the practicum coordinator will be available to help leaders and teams solve other types of problems.
Will we be assessed individually?	Individual assessment for this cohort will be based on self-assessment, and linked to the demonstration of knowledge, skills, abilities and personal attributes generally associated with a digital mindset. You will have to fill out a self-assessment survey at the beginning and at the end of the practicum. The self-assessment surveys will be available online.
Will I get some type of certification?	For this pilot version of the practicum, you will get a completion certificate based on participation. Attendance will be monitored.
What is the overall time commitment?	Premium learners are expected to participate all day from 9am - 4pm, every day. Solutions Leaders are expected to participate most days, but not always on a full-time basis. For example, on days where teams are prototyping, they may make themselves available for an hour at the end of each day, depending on what was agreed with their teams. On-site presence is mandatory during the first 4 days and a half. On panel presentation days (May 16 and 24), everyone is also expected to be present.
Can I participate virtually?	Not for the first 4 days and a half, but potentially afterwards. Once the groups are formed, team members decide on how they want to self-organize. Some groups may decide to work on site every day to take full advantage of the coaching resources, while other teams may decide on a mix of on site and virtual participation.
What happens if I can't participate every day of the practicum?	Let us know as soon as you can by filling out this <a href="#">Google form</a> . Participation throughout the 14 days is mandatory for Premium learners, but we know that some of you, for valid reasons, may not be able to participate on certain days. It is important for us to capture this information for future iterations of the practicum, and also to make sure that your team is aware and can reorganize accordingly.
What happens to the prototyped solutions after the practicum?	Some prototypes may go into further development and eventually into full implementation within the sponsoring Department or Agency, while others may be put to tender or remain as potential solutions for the future.

<p>Will we be kept informed of what happens with solutions that were prototyped during the practicum?</p>	<p>Yes, that's the intent. We haven't yet fully figured out how, so we are open to suggestions!</p>
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