

Building digital skills

Hosted at the Canada School of Public Service, the Digital Academy creates, implements, and delivers learning programs and services to Canadian public servants to build digital acumen across Canada.

The Digital Academy is a teaching organization that builds digital skills and mindsets across the public service with a focus on hands-on learning opportunities, peer-to-peer learning, and community engagement. The Academy empowers individuals and teams; allowing learners to create practical and demonstrable impact in their work, team, and organizations.

The Digital Academy demonstrates digital approaches to transform public services in today's digital age. Our programs and offerings are often hosted in association with diverse partners:

- ✓ **Founding partners**, including the Office of the Chief Information Officer and the Canadian Digital Service.
- ✓ **Community organizations**, including communities of practices and working groups related to data, artificial intelligence, design, DevOps, and many more.
- ✓ **Departments and agencies across the Government of Canada**, who support each other in building digital literacy across the public service.
- ✓ **Digital Fellows**, a group of multi-disciplinary community leaders that help develop learning offerings, ensure they meet government needs and approaches, and help define how the Government of Canada approaches digital change.

The Digital Academy will address the Government of Canada's digital skills gaps, and the community will help determine which skills, competencies, and tools are required to address it. The organization continues to engage the Government of Canada's digital communities and learners by keeping community members informed, involved and empowered to build sustainable relationships, discourse, and change.

Foundations

— BusRides.ca

- ⓘ A micro-learning platform that focuses on digital topics. Episodes span 3-6 minutes per topic and appeal to multiple learning styles by following a read, watch, listen, apply format.
 - ✓ Launched Ep. 12 on prototyping and problem solving
 - ✓ Exploring new methods of evaluation and analysis
 - ✓ Testing new content management system
- ⓘ Expected reach: 75k page views by end of FY 2019-2020
 - ✓ Increase regional engagement

— Digital Playbook

- ⓘ A guide for organizations to navigate Digital Academy programs and other foundational learning offerings. Includes how-to's on how apply learnings and implement change.
 - ✓ In development with Innovation, Science, and Economic Development Canada
 - ⓘ Initial pilots with Treasury Board of Canada Secretariat and Transport Canada

— Discover Digital

- ⓘ A 1-day in-person workshop for all public servants on foundational concepts of digital transformation.
 - ✓ Internal CSPS pilots and external pilots underway
 - ⓘ Expected reach of prototypes: 550 public servants

— Digital Open Learning

- ⓘ Digital Open Learning is an open and collaborative platform that delivers quality community-curated resources on topics related to digital transformation and the future of work. It will include formal, informal and experiential learning.
 - ✓ Designing user interfaces, curating resources, and creating an engagement strategy
 - ⓘ Upcoming topics: Artificial Intelligence, Development Operations (DevOps), and Leadership

Premium + Practicum

ⓘ Specialized, hands-on learning and training

In **Premium**, learners gain an understanding of specialized topics and in **Practicum**, they apply new skills and knowledge to resolve real business problems. Over the final weeks of specialized learning, learners form multi-disciplinary, cross-departmental teams, develop prototypes, and build a community to address a real business problem.

The next prototype will include five streams:

1. Design
2. Data
3. Artificial Intelligence / Machine Learning
4. Development
5. Development Operations (DevOps)

- ⓘ Gaining feedback from community organizations and subject matter experts
- ⓘ Creating an evaluation strategy to measure the learning impact on learners and organizations

- ⓘ Expected reach of prototype: 480 public servants (potential for more via online learning)

Leadership

ⓘ Learning streams for executives at all levels and organizational team leaders

Key topics include:

- Agile leadership
- Product ownership
- Digital standards
- Disruptive technologies
- Sponsoring and governance in digital projects

The four Leadership streams include:

1. **Premium Leadership**, to support the leaders of Digital Academy Premium participants
2. **Senior Leadership**, for DG and ADM audiences
3. **Executive Leadership**, for non-IT executives at all levels
4. **The Building Digital Acumen Series**, for all senior leaders

- ⓘ Redesigning Digital Leadership courses for various audiences
- ⓘ Engaging other School business lines to expand delivery methods

- ⓘ Expected reach of prototype: 120 public servants

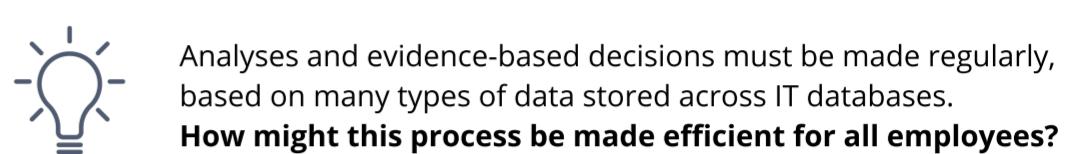
Aftercare

Digital Academy Alumni are supported in their transition back into organizations through **Aftercare**, where they will be connected with their cohort, an ecosystem of communities, as well as diverse events and meet-ups to build networks across organizations and functions.

Learners also have access to continuous learning opportunities, resources, tools, and events that will be curated for their learning needs and promoted across the community.

Learning through experimentation

Digital Innovation Services supports the technical needs of the Academy, enhances the digitization of School business lines, and conducts research and development and prototyping in new and emerging technology. Digital Innovation Services translates this work into case studies, code and learning artifacts that can assist partners across government in adopting and adapting new technology to their business needs.



Data & APIs

Registhor, the API for the School's Amazon Web Services cloud database, which regularly downloads data from the School's data warehouse to improve data analysis and support other projects.

Real-time analytics & data-driven decision making

Cortex, a mobile, cloud-based big data analytics and mining tool that provides key performance metrics to facilitate real-time, evidence-based decision making and executive level oversight into operations and activities.

The Data Explorer, a platform which automatically aggregates disparate data sets in a single cloud database and presents the data in an easy-to-use web app built entirely with open-source tools. Employees can sign-in and view all the School's data in one place.

Accessible, real-time data collection

Evalhalla, an easy-to-use, big data, customizable survey tool. Users create accessible, branded, and mobile-friendly surveys instantly with an auto-generated dashboard to view live survey results.

2019 - 2020	April	May	June	July	August	September	October	November	December	January	February	March
The Community Led by Digital Academy	<ul style="list-style-type: none"> • Symposium on Algorithmic Government • Fostering Innovation in the Public Service • Agile Leadership and Agile Governance workshop • Internal Digital Fellows Announced • Beyond 2020 Innovation Fair • National AccessAbility Week • Open Government Partnership Global Summit • Getting the best out of Artificial Intelligence • Data 101 seminar for leaders • Premium Cohort 1 Showcase event 	<ul style="list-style-type: none"> • National Public Service Week • DevOps Stratosphere • Accessible Canada Act receives royal assent • Digital Academy Practicum and Showcase • Open Government Success Stories 	<ul style="list-style-type: none"> • Code for Canada Showcase • GCDevOps League Failure Party • Beyond2020: Build Your Future Public Service Career • Digital Academy Open House 	<ul style="list-style-type: none"> • Ontario Digital Service Show & Tell • Ontario Digital Service Leadership Speaker Series 	<ul style="list-style-type: none"> • National Learning and Development Month • Tackling Challenges of Misinformation and Influence Operations • Modern Financial Management and Oversight: Data Analytics, Automation and Artificial Intelligence 	<ul style="list-style-type: none"> • Cybersecurity Month • Innovation Hubs and Labs Meetup • PHAC Data Week • External Digital Fellow Announcement • Discover Digital formal course launch • Premium Cohort 2 launch • Digital Academy Hackathon 	<ul style="list-style-type: none"> • CanUX • FWD50 • Canadian Science Policy Conference • Regulatory Innovation Showcase • Meet the Author: Amanda Clarke • Annual Digital Open Government Forum • Digital Disruption: Disrupt to Innovate? 	<ul style="list-style-type: none"> • OneTeamGov Global (Canada) • Digital Governance: The Role of Government in the Digital Age • Digital Academy Hackathon • Premium Cohort 2 Showcase Event 	<ul style="list-style-type: none"> • 4th Annual Data Conference • Policy Lunch Series • Strengthening cybersecurity: Resilience, innovation, leadership and collaboration 	<ul style="list-style-type: none"> • Digital Government Transformation and Policy Considerations • Digital Learning Day • Public Sector Leadership Conference • Digital Academy Alumni Meetup 	<ul style="list-style-type: none"> • Open Government Week • Privacy in the Digital World • Digital Academy Hackathon 	
Foundational Learning	Busrides episode: "Agile step-by-step"	• Busrides episode: "Let's talk about AccessAbility"	• Busrides episode: "The Open Episode"	• Digital Open Learning concept development	• Busrides episode: "From prototyping to problem solving"	• Test new content management system for Busrides	• Build Busrides user evaluations	• Busrides episode: "Virtual Teams"	• Busrides episode: "Data 101"	• Busrides episode: "Cybersecurity and You"	• Busrides episode: "APIs 101"	• Busrides episode: "Artificial Intelligence 101"
Specialized Learning	<ul style="list-style-type: none"> • Practicum preparation for Premium learners and leaders • Premium DevOps stream begins • Premium cohort 1 finalizes Practicum preparation 	<ul style="list-style-type: none"> • 3-week intensive Practicum period • Retrospective of Premium cohort 1 	<ul style="list-style-type: none"> • Feedback sessions with Digital Academy Alumni • Learning strategy and model for Premium cohort 2 	<ul style="list-style-type: none"> • Preparation for Premium cohort 2 is live • Intake model, learner experience model, and partnership strategy 	<ul style="list-style-type: none"> • Registration for Premium cohort 2 preparation week and bootcamp • Premium cohort 2 intake, selection, and onboarding • Creation of team-based model for Premium cohort 3 	<ul style="list-style-type: none"> • Premium cohort 2 specialized learning • Learning strategy and preparation for Premium cohort 3 	<ul style="list-style-type: none"> • Premium cohort 2 specialized learning • Registration for Premium cohort 3 is live 	<ul style="list-style-type: none"> • Premium cohort 2 Practicum • Premium cohort 3 intake, selection, and onboarding 	<ul style="list-style-type: none"> • Feedback sessions with Digital Academy Alumni • Premium cohort 3 preparation week and bootcamp 	<ul style="list-style-type: none"> • Premium cohort 3 specialized learning and support 	<ul style="list-style-type: none"> • Demystifying DevOps pilot course 	
Leadership	Problem definition workshop	Problem and practicum preparation	• 3-week intensive Practicum period	Feedback sessions with Digital Academy Alumni	Preparation for Senior Leader training of all four learning streams	<ul style="list-style-type: none"> • AWS Senior Leader course prototype • Review Tech Savviness for Executives course 	<ul style="list-style-type: none"> • Retrospective of AWS course • Redesign Tech Savviness for Executives course 	<ul style="list-style-type: none"> • Preparation for Premium Leadership cohort 2 • Consultations for Digital Acumen series 	<ul style="list-style-type: none"> • Pilot redesigned S100 Tech Savviness for Executive • Pilot content for all leadership streams 	<ul style="list-style-type: none"> • Pilot Premium Leadership materials • Design Digital Acumen 201 	<ul style="list-style-type: none"> • Pilot Digital Service Delivery for Executives course • Pilot Premium Leadership courses 	<ul style="list-style-type: none"> • Pilot Digital Services Delivery for Executives in French