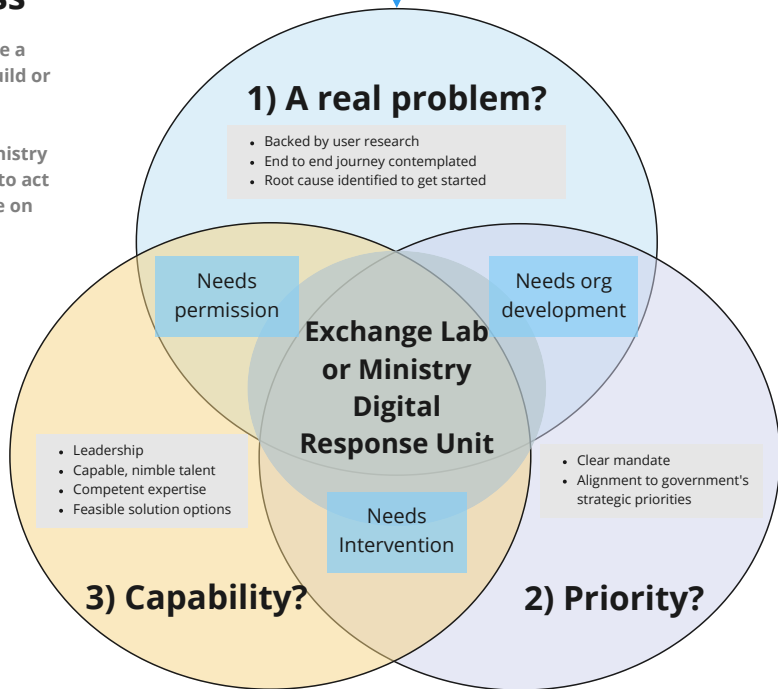


Digital Response Readiness

BETA

Before we initiate a team that will build or deploy a digital product, a program or ministry should be ready to act with competence on real and priority problems.



Ways to get Ready:

Workshop: Ecosystem mapping. What actors (people and otherwise) are involved? Where is there complexity?

User Research: Discover the real experience of people to identify root causes to problems that if solved, will reduce friction in getting to broader outcomes.

Service Blueprint: Map a new service journey for people who will benefit, including front and back office connections.

Technology map: Map the systems associated with the journey, identify where integration may improve experience & illustrate challenges or near-term wins.

Executive Engagement: How much pressure is there to solve this problem? Where does that pressure come from?

Citizen impact: What is the breadth of impact to citizens, including financial impact of current service delivery and potential savings?

Reusability: Is this challenge shared by multiple business areas across government? Could the solution be leveraged and applied broadly?

Interjurisdictional interest: Is this challenge shared with federal or provincial counterparts? Is there interest in collaboration?

Leadership Assignment: Find a Product Owner that can engage broadly within the ecosystem and make decisions daily about value to deliver, without requiring committees.

Delivery Team Build: Source the mindset, skills and attributes of the talent required to build or implement a solution that will address the problem.

Alliance Team Build: Engage and align stakeholders who will support the delivery team with advice, insight, and access to resources.