CDS
SNC

Canadian Digital Service

Accelerating impact, together

Annual report
2024–2025

Image: Freepik, Montage CDS

Government Gouvernement
of Canada du Canada

Canada

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Our purpose

Our impact in 2024–2025

Executive summary

This annual report highlights the progress of the Canadian Digital Service (CDS) during Fiscal Year 2024–2025 (April 1, 2024 to March 31, 2025), a year defined by increased momentum, deepened partnerships, and a strong focus on delivering real impact for people in Canada.

Building on a solid foundation and guided by the priorities reflected in our 2024–2027 Strategy, we continued to improve how Government of Canada (GC) services are designed, delivered, and experienced — by scaling proven solutions and expanding our reach across departments.

CDS continued to advance its mission by:

- Collaborating closely with departments and agencies to improve high impact services

- Improving and increasing the use of platform products like GC Notify, GC Forms, and GC Design System to address common digital challenges across the GC

- Supporting more departments in adopting modern design and content practices on Canada.ca

- Exploring ways to simplify and improve how people access digital GC services securely

As part of our commitment to work in the open, this report shares the progress CDS teams are making — along with lessons learned — as we continue to build services that are accessible, secure, inclusive, and centered on users' needs.

Message from our Chief Executive Officer

At the Canadian Digital Service (CDS), our mission is clear: help the Government of Canada deliver faster, more accessible, and more reliable services to the people we serve.

In 2024–2025, we advanced this mission by scaling digital solutions, strengthening departmental capabilities, and staying focused on outcomes that matter to Canadians.

Our platform products — **GC Notify, GC Forms**, and **GC Design System** — continued to improve service delivery. Through the **Digital Transformation Office** (DTO), we made it easier for Canadians to find and use services on **Canada.ca**, especially during key life moments. With our flagship products, **GC Sign in** and **GC Issue and Verify**, we're building a secure, seamless digital front door to government services. We also relaunched our **Services team**, shifting from delivering solutions to supporting government departments with the right skills and talent, empowering public servants to co-create and design services that last.

This report shows how we're cutting reliance on external consultants, eliminating duplication, saving time and money — while delivering better more secure, accessible services.

Over the last year, we have also looked inward and reconsidered how CDS would like to work with GC partners. More than ever, we see the importance of working together to solve common service problems and working smarter, not harder. Over the next year, CDS relationship managers will be reaching out across departments to listen and learn how we can improve the way we work together to achieve greater impact.

We're proud of what we've achieved so far — but even more energized by what's ahead. In the coming year, we will continue transforming government by developing digital infrastructure that improves services and makes interactions between people, businesses, and government secure and seamless, and we will continue to push for a more modern, inclusive and trusted public service. To our partners, public servants, and the teams we work with everyday — thank you. Together, we're shaping the future of public services in Canada.

Let us show you how GC programs and services that are *Powered by CDS* can accelerate impact!

— Paul N. Wagner, CEO, Canadian Digital Service

> "When we build once and share widely, everyone benefits. That's how we reduce duplication, save time and effort, and deliver better services to people in Canada."
>
> **— Paul N. Wagner,** CEO, Canadian Digital Service

Anchored by CDS 2024–2027 Strategy

Everything we do is grounded in our **2024–2027 CDS strategy**, which sets out four clear missions:

Mission 1	Mission 2	Mission 3	Mission 4
Easy access to government services for all people and businesses	Human centered client experiences focused on solving whole problems	Effective, efficient, and trustworthy services enabled by data and technology	Empowering people to deliver

These missions reflect a growing transformation across the public service — one that's digital by default, focused on delivery, and deeply connected to the people it serves.

CDS core values and ways of working

CDS operates with a strong set of shared values:

Put people at the heart of services
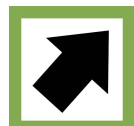
Deliver measurable outcomes

Do the hard work to make things easier

Build for learning and iteration

Take care of each other

Work in the open to help clear a path

And we live these values every day through our ways of working:

We work in small, empowered, independent, interdisciplinary teams.

We engage directly with the people who will use the service, at every stage.

We make small, incremental changes to products, continuously.

We make accessible, inclusive services that work on any device or screen.

We make it easier for other departments to work in similar ways by sharing code, resources, work-in-progress, community, and lessons.

We advocate for and inform policy changes, grounded in delivery experience.

We work together by following the CDS Values and the Values & Ethics of the Public Service.
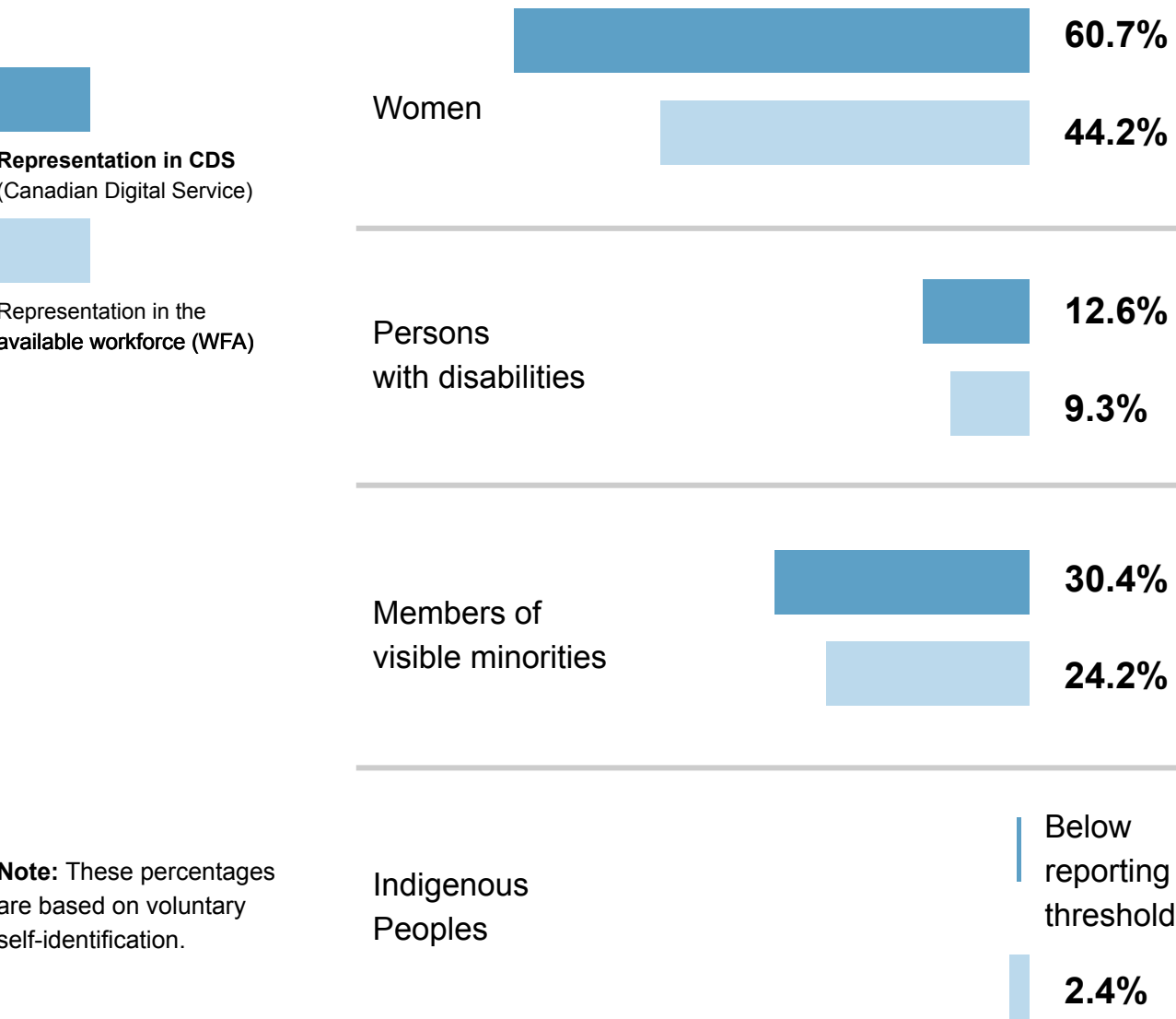
Serving Canada: the CDS team

CDS is committed to achieving representation from all employment equity-seeking groups.

While CDS is well-represented for most groups based on workforce availability, meeting census data is just the start.

For the coming year, CDS will continue to strive towards greater representation and providing opportunities for all, enabled by an inclusive and compelling recruitment and employee experience that ensures all employees feel welcomed and supported in their career development.

Fostering an inclusive workplace

3 of the 4 employment equity designated groups are above workforce availability (WFA)

Representation in CDS (Canadian Digital Service)

Representation in the **available workforce (WFA)**

Women
60.7%
44.2%

Persons with disabilities
12.6%
9.3%

Members of visible minorities
30.4%
24.2%

Indigenous Peoples
Below reporting threshold
2.4%

Note: These percentages are based on voluntary self-identification.

Source: CDS Internal Operations Team

Photo: Unsplash

A distributed team

As of March 31, 2025, CDS had **191 employees** distributed across the country.

2024–2025 Financial Summary

The operational transition of CDS from the Treasury Board of Canada Secretariat (TBS) to Service Canada in February 2024 and onboarding of new teams into CDS represented a significant organizational shift that expanded CDS's financial scope. CDS leveraged two funding sources to drive its mission forward:
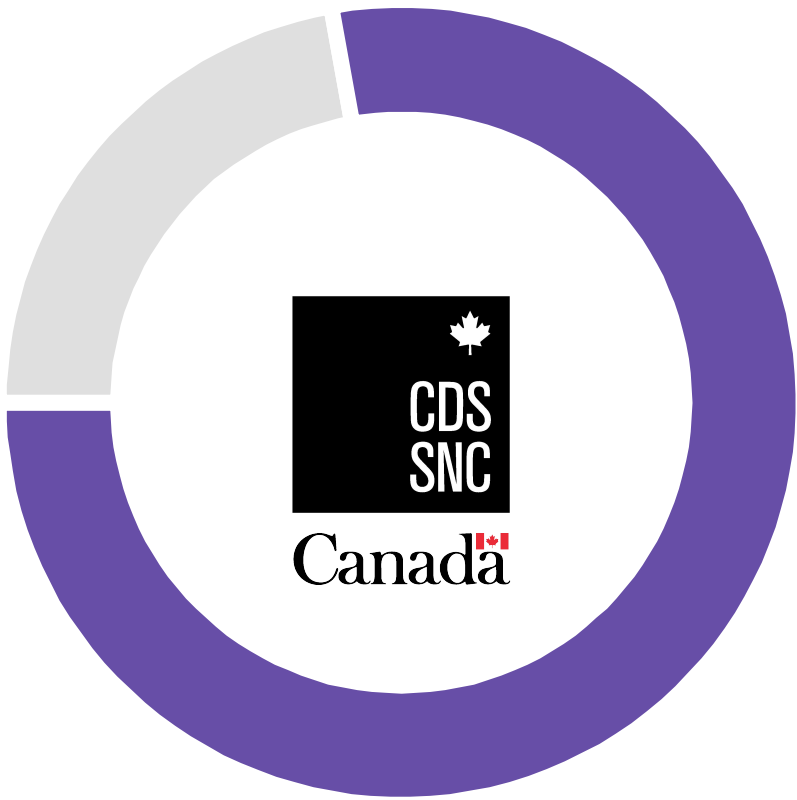
- **Operating budget** to support CDS's existing products, services, and enabling functions,
- **Cost-recovered funding** for the use of products such as GC Issue and Verify and Sign In Canada by partner departments.

Operating budget at CDS

In 2024–2025, the majority (76%) of CDS resources were allocated towards supporting a team of sought-after digital talent that is building, running and delivering products and services to our GC partners.

The remaining resources (24%) were allocated towards CDS's non-salary expenses, which included significant investments in cloud operations and provided industry-grade tools to CDS employees.

2024–2025 budget: $25.2 Million

$5.9 M	**$19.3 M**
Non salary	Salary

Partnerships at CDS

$3.4 Million

Recovered from departments, primarily via Sign In Canada and GC Issue & Verify

Source: Freepik

Source: CDS Internal Operations Team

CDS products and services

GC Notify

Empowering government to communicate more effectively with users by delivering timely information through email and SMS.

GC Forms

Helping government users quickly and easily publish simple, accessible, online forms that the public can use to access the services or benefits they need.

GC Design System

Providing a set of bilingual design principles, code components, and accessibility standards that enable GC teams to create consistent, inclusive and user-focused digital experiences.

Canada.ca experience

Providing digital design, user experience, content and performance measurement guidance across the GC web presence and Canada.ca.

Service and Digital Toolkit

Sharing an easily accessible inventory of best practices, tools, templates, case studies and information to help public servants.

Services

Increasing GC capacity and readiness to adopt digital solutions, to improve service delivery and reduce reliance on external contracting.

External Credential Management (ECM)

Enabling millions of people using anonymous credentials such as GCKey and Interac sign-in service to sign in to over 60 portals.
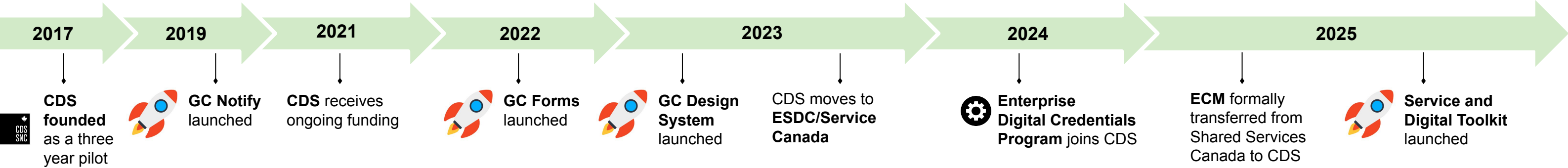
GC Sign in

Providing a common digital front door that enables people to use one sign-in method to access multiple GC services.
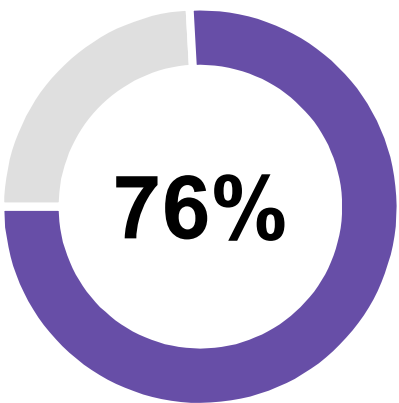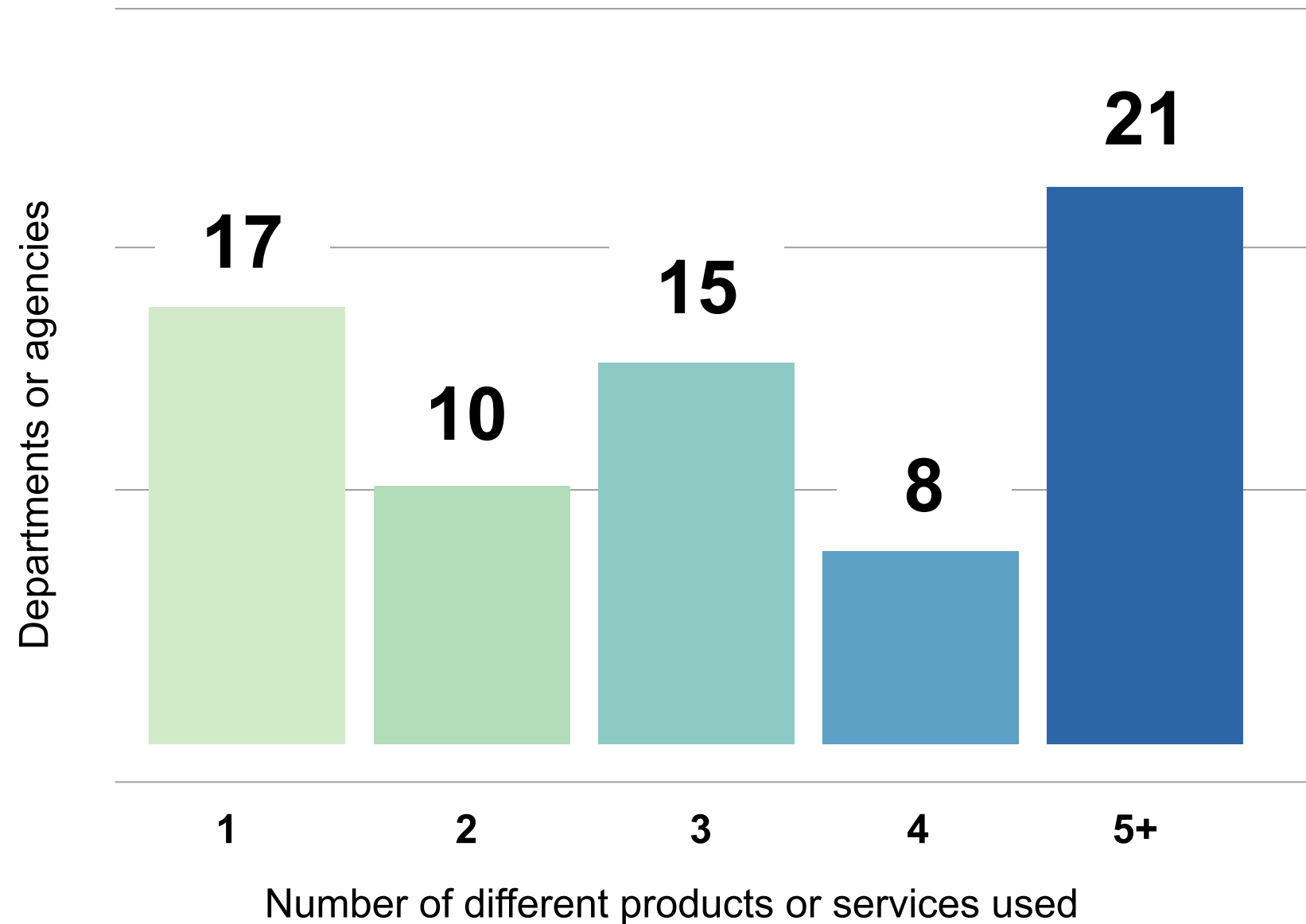
GC Issue and Verify

Giving government departments the ability to issue and verify digital versions of the physical credentials they already provide today, like work permits and boating licenses.

Timeline

2017 — **CDS founded** as a three year pilot

2019 — **GC Notify** launched

2021 — **CDS receives ongoing funding**

2022 — **GC Forms** launched

2023 — **GC Design System** launched; **CDS moves to ESDC/Service Canada**

2024 — **Enterprise Digital Credentials Program** joins CDS

2025 — **ECM** formally transferred from Shared Services Canada to CDS; **Service and Digital Toolkit** launched

CDS product and service adoption across the GC

Departments or agencies (y-axis)

Number of different products or services used	Departments or agencies
1	17
2	10
3	15
4	8
5+	21

Number of different products or services used (x-axis)

76% Departments or agencies within the GC that used **at least one CDS product or service in 2024–2025.**

1 department in 2 used more than one CDS product or service.

CDS has prioritized getting our products in use by larger departments; the majority of the organizations not currently using them have fewer than 100 employees.

Services

At CDS, we work with departments and agencies to help them make timely design and technology decisions, build their in-house digital capabilities, and adopt new ways of working so they can design and deliver services that are accessible, secure, and easy to use.

In 2024–2025, we relaunched the CDS Services Team with a renewed focus on supporting digital service delivery across government. Drawing on seven years of experience, we shaped a catalogue of new offerings to help GC teams improve how programs are designed and delivered.

Our refreshed approach stems from our comprehensive understanding of what it takes to deliver great end-to-end service experiences. From the underlying policies and processes, to the user interfaces and technologies that enable delivery, the Services team can be called upon to design and refine how GC services are delivered.

With the skills and expertise to uncover and make these layers visible, CDS empowers teams to identify opportunities, adapt quickly, and deliver more effective, inclusive services.
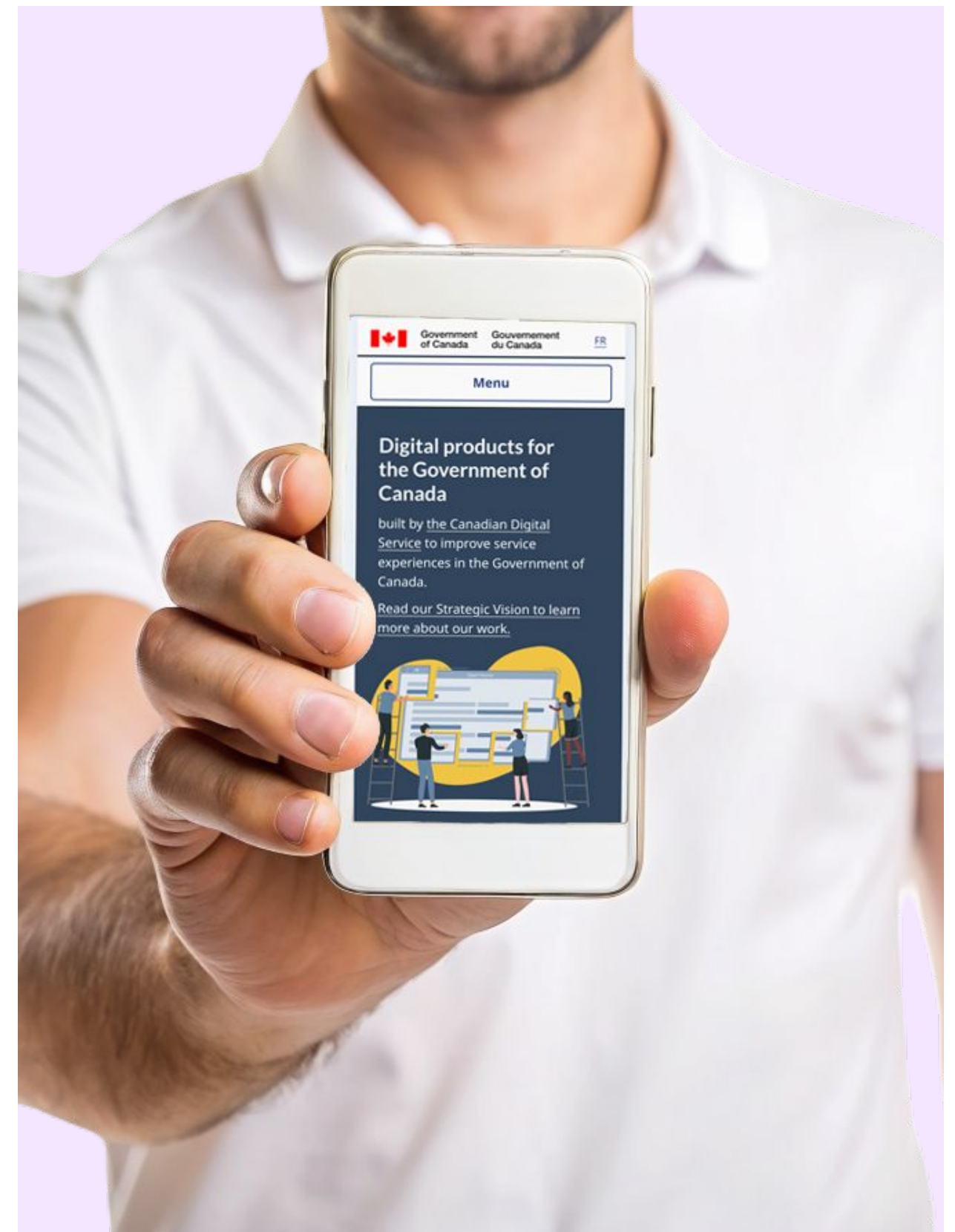

Image: Freepik, Montage CDS

Image: Freepik

Services

Increasing GC capacity and readiness to adopt digital solutions, improve service delivery and reduce reliance on external contracting.

Whether you're refining a service or rethinking it entirely, we provide the expertise to move from insight to impact.

Ready to improve your digital services? Request **a strategy session with the CDS Services Team**.

2024–2025 key results

In 2024–2025, the CDS Services Team developed a new catalogue of services to help departments enhance the design and delivery of public-facing programs. We now provide:

Expertise in human-centered design and digital transformation — without a lengthy procurement process or contracting delays.

Access to UX and digital experts that understand government challenges and bring private sector insights to deliver actionable recommendations.

Flexible, short-to-medium term engagements on a cost recovery model.

UX Expert Review

Our UX Expert Review helps GC teams identify usability and accessibility issues early — saving time, reducing risk, and improving service quality.

We provide proactive evaluations of websites, applications, or digital services based on Government of Canada standards and best UX practices.

Custom Engagements

CDS offers tailored, multidisciplinary support to help departments tackle their unique digital challenges. Our custom engagements can include:

- Problem framing and co-design workshops
- Design research planning and delivery
- Journey mapping and service design blueprinting
- UX Strategy
- And more!

Introducing the Service and Digital Toolkit

In 2025, CDS launched the Service and Digital Toolkit to help public servants tackle common service delivery challenges.

Developed in alignment with the Policy on Service and Digital and the Digital Standards Playbook, the toolkit offers actionable guidance, proven practices, and inspiring case studies to support GC teams in:

- **Adopting agile ways of working**
- **Designing accessible, user centered services**
- **Fostering trust by working in the open**

The toolkit empowers public servants to navigate complexity, break down silos, and deliver services that truly meet people's needs. It is designed to grow and adapt based on user feedback and emerging challenges.
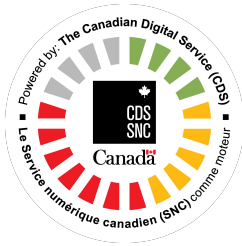
We're inviting teams to explore the toolkit and share their insights. Understanding which resources are most valuable, and where gaps remain, is essential to helping us scale across government.

Explore the toolkit and join the conversation. Visit our blog to learn more.

What's next?

- Departments and agencies can express their interest in obtaining services from experts in human-centred design and digital transformation.

- The new service model allows departments to secure highly sought-after talent and skills without the added burden of lengthy hiring or procurement.

Services — *Powered by CDS* use cases

Illustration: CDS

Innovation, Science and Economic Development Canada (ISED)'s Indigenous Intellectual Property Program (IIPP) Grant

CDS supported ISED's IIPP Grant to improve user experience and service delivery through process and content improvements. CDS worked with the program to improve their website and grant application using plain language best practices. The web page, program guide, and grant application were reorganized and simplified with new information architecture.

Natural Resource Canada's CanmetMINING project

Working with CDS, CanmetMINING adopted a user-centred approach to the creation of an online mining application tool to simplify the complex process of applying for mining permits.

Highlights

Once all recommendations are implemented, the ISED IIPP team projects a:

90%
reduction in unqualified applications

50%
reduction in email questions from grant applicants

43%
improvement in response time to applicants

75 hours
of time saved during the upcoming 12-week grant cycle in 2025–2026, and every year thereafter

💬 *"Working together has made us better at our job, beyond this project. It's been amazing to get insight into how we can do better."*

— **Manager,** Innovation, Science and Economic Development Canada (ISED)

Highlights

Following a heuristic and accessibility review, CDS identified issues and made recommendations, including integrating accessibility testing into development practices, which is projected to solve 90% of usability issues.

Additionally, a third of the identified issues could be solved by using one of the GC Design System components. The partnership with CanmetMINING also allowed CDS to refine its User Experience (UX) Expert Review process, strengthening this key service offering.

💬 *"It was great to have fresh eyes on it [the Mining Activity Planning (MAP) Tool.]. CDS really helped us navigate the digital development process, taking us one step closer to launching our tool."*

— **Engineering Technical Lead,**
Climate Change Mitigation, CanmetMINING
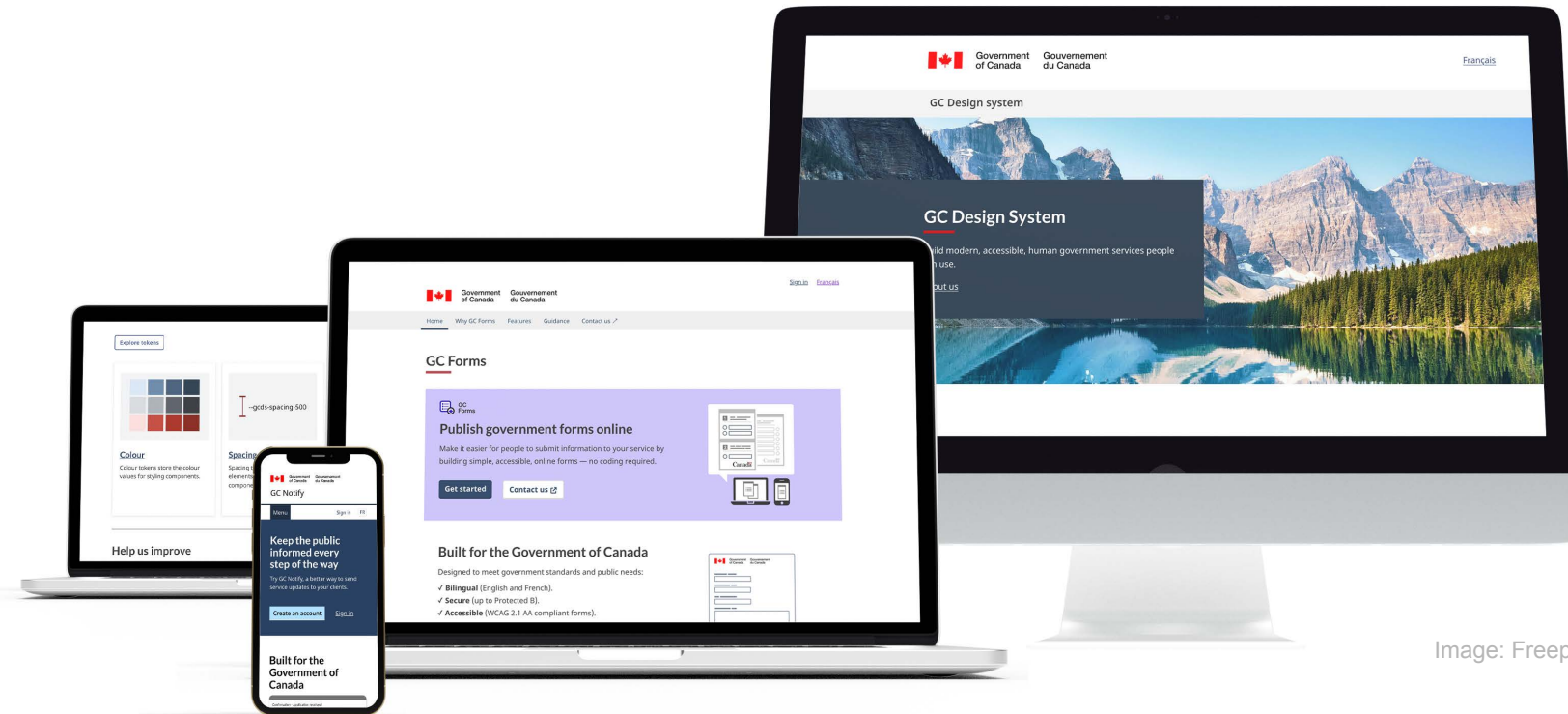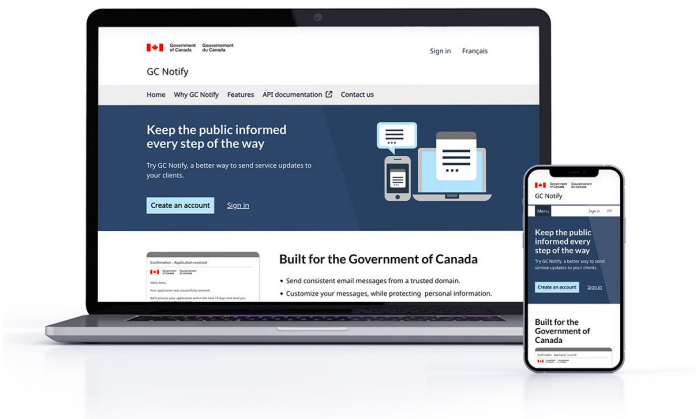
Platform products

Image: Freepik, Montage CDS

CDS Platform products are secure, accessible, and easy-to-use digital tools that reduce complexity for government teams delivering public services.

GC Forms, **GC Notify**, and **GC Design System** address the common building blocks of government service delivery — online forms, user communications, and compliant web design. Instead of reinventing the wheel or procuring bespoke solutions, departments can use these products to create high-quality, secure, and accessible digital services more quickly and affordably.

Developed and maintained by in-house teams at CDS, each product is open source, self-serve, and designed to meet Government of Canada requirements for privacy, security, accessibility, and bilingualism. Departments can adopt a single product or combine them to assemble fully digital public services, reducing procurement costs, cutting delivery time, and allowing teams to focus on meeting the specific needs of Canadians — not on building foundational tools from scratch.
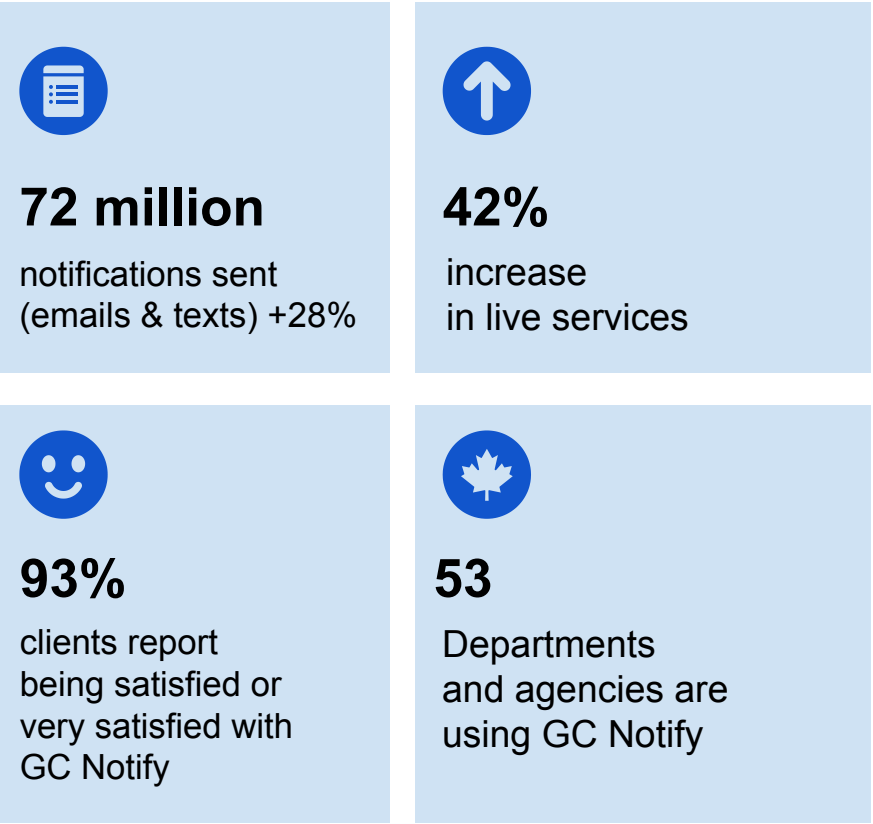
GC Notify

Empowering government to communicate more effectively with users by delivering timely information through email and SMS.
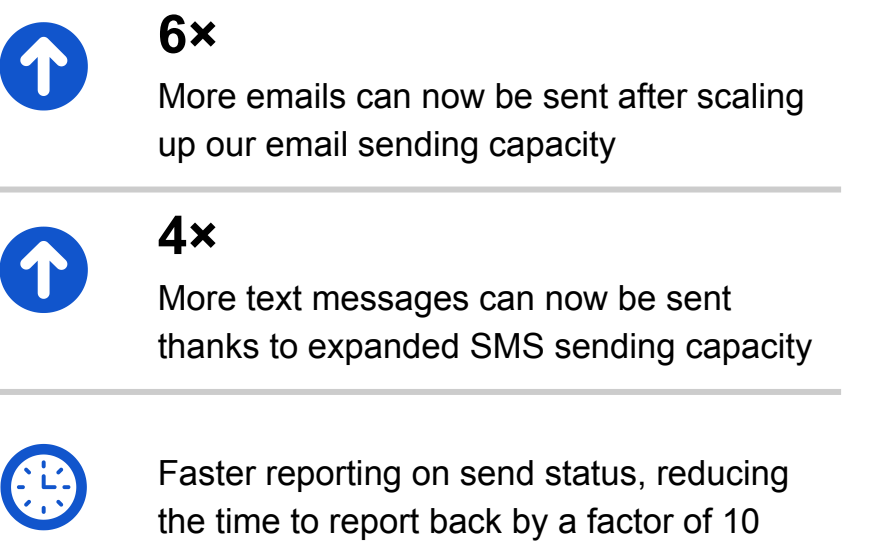
Our work in action

- **Health Canada** uses GC Notify to send product recalls and safety alerts

- **Immigration, Citizenship and Refugees Canada** uses GC Notify to send email notifications to people in crisis zones

- **Employment and Social Development Canada** uses GC Notify for updates on its new grants & contributions

2024–2025 key results

Increase in use

72 million

notifications sent (emails & texts) +28%

42%

increase in live services

93%

clients report being satisfied or very satisfied with GC Notify

53

Departments and agencies are using GC Notify

Increase in scale

6×

More emails can now be sent after scaling up our email sending capacity

4×

More text messages can now be sent thanks to expanded SMS sending capacity

Faster reporting on send status, reducing the time to report back by a factor of 10

Product improvements

Improvements made to GC Notify this year streamlined the self-service flow to make it easier for our clients to create and manage services, provide better services to people, and reliably send more notifications.

We helped government services across Canada send better notifications by:

Adding improvements to support Indigenous languages and languages that read right to left

Improving the no-reply message with links to Canada.ca to better direct recipients

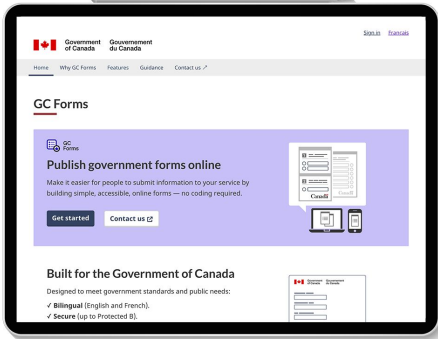**We made it easier for our clients to create and manage services by:**

Shipping an updated dashboard that includes tracking for daily and annual limits

Enforcing annual limits and letting people know when limits are being approached

We've also increased privacy protection and security, and reduced risk of fraud.

What's next?

- Increase capacity, allowing users to send greater volumes of notifications

- Provide sample templates for common notification types to users

- Move to Rich Communication Services (RCS) as the next-generation Of Short Message Service (SMS) replacement to allow richer, more secure two-way messages

- Evolve the Application Programming Interface (API) to meet user needs, particularly in terms of interoperability with existing case management and workflow automation tools
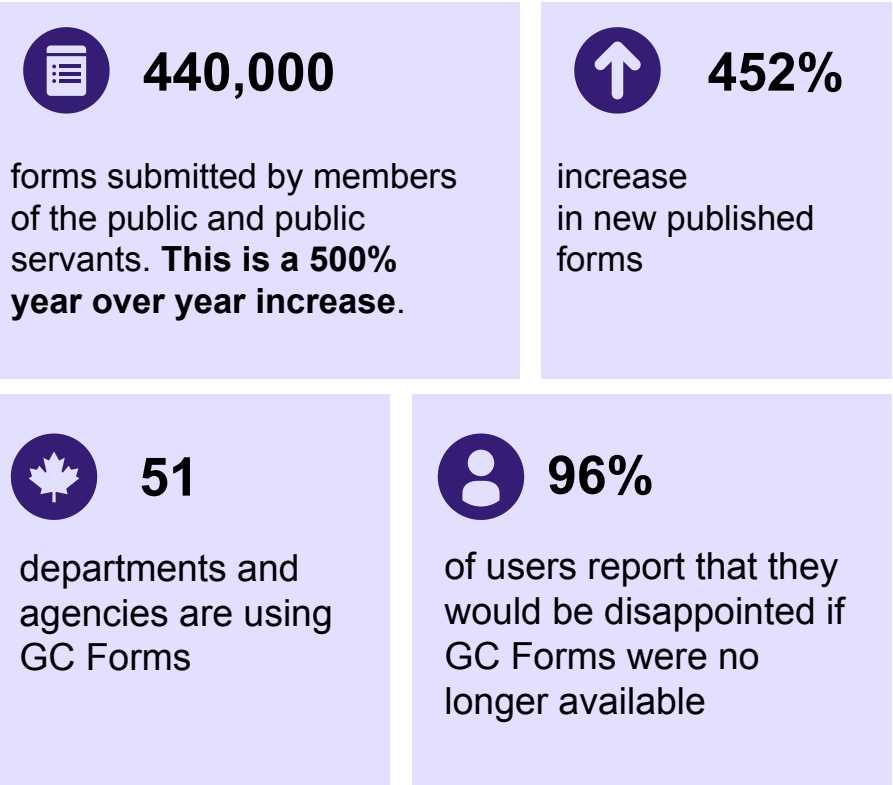
GC Forms

Helping government users quickly and easily publish simple, accessible, online forms that the public can use to access the services or benefits they need.
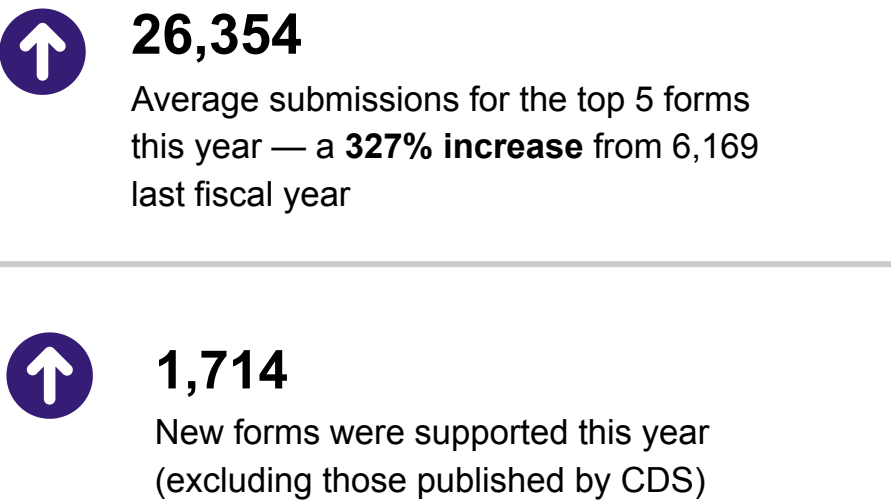
Our work in action

- **Indigenous Services Canada** uses GC Forms for nursing workload data collection

- **Finance Canada** used GC Forms to promptly launch a consultation in response to US tariffs

- **The Canadian Armed Forces Cadet Program** uses GC Forms to improve user experiences

2024–2025 key results

Increase in reach and use

440,000
forms submitted by members of the public and public servants. **This is a 500% year over year increase**.

452%
increase in new published forms

51
departments and agencies are using GC Forms

96%
of users report that they would be disappointed if GC Forms were no longer available

Increase in scale

26,354
Average submissions for the top 5 forms this year — a **327% increase** from 6,169 last fiscal year

1,714
New forms were supported this year (excluding those published by CDS)

Product improvements

Making complex forms simpler for Canadians

This year GC Forms took a big step in supporting more complex benefits and services by helping public servants break long forms down into multiple pages and introducing branching logic. These features enable form builders to present the right information at the right time, reducing the amount of cognitive effort required to complete a form and improving the public's experience with services.
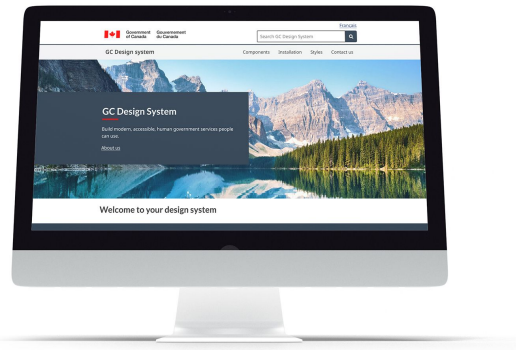
Opening the path to higher volume forms

The team launched a Data Retrieval Application Programming Interface (API) which enables form owners to connect their back end systems with GC Forms.

Once set up, the API enables them to receive submissions directly in real time without manual intervention.

What's next?

- Support file attachments on forms

- Usability and team management improvements

- Advance integration and interoperability across services and systems

- Continue to explore high value features

The Canadian Digital Service (CDS) provides self-serve tools and digital expertise to help build better public services.
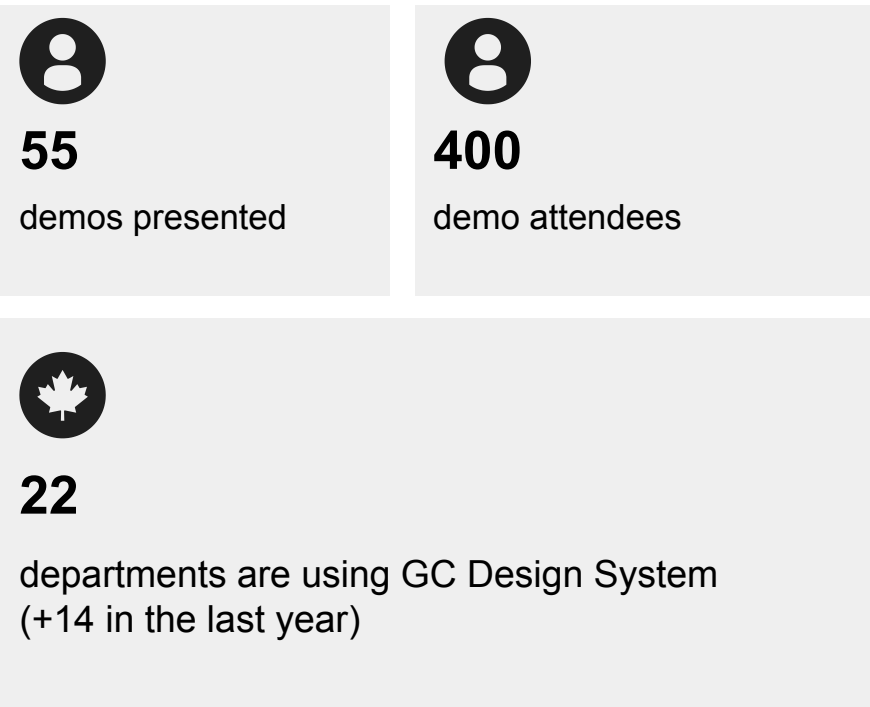
GC Design System

Providing a set of bilingual design principles, code components, and accessibility standards that enable GC teams to create consistent, inclusive and user-focused digital experiences.

Our work in action

- **Shared Services Canada's** GC Cloud One: Aurora website

- **Employment and Social Development Canada's** Employment Insurance Benefits estimator

- **Department of Fisheries and Oceans'** Elvers Migration Tracking system

2024–2025 key results

Increase in reach and use

55
demos presented

400
demo attendees

22
departments are using GC Design System (+14 in the last year)

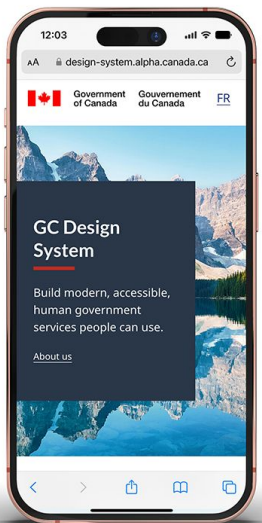### Increase in scale

Established partnerships with:

Natural Resources Canada on building a map component

Principal Publisher for testing components on the Canada.ca environment

GC Drupal developers on implementation of GC Design System into Drupal

Product improvements

Created the **first bilingual design library** allowing public servants to create accessible and compliant prototypes.

Enabled GC communication teams to save time building websites by providing them with a basic page template.

We partnered with the Digital Transformation Office and the Principal Publisher to align the mandatory elements for Canada.ca between the current design.canada.ca system and GC Design System.

This work included applying fixes to **improve user experience and accessibility.**

What's next?

- Document and share training materials to guide departments in assessing services using GC Design System for accessibility

- Build and launch the Data Table component to enable teams to visualize complex data in a responsive and accessible way

- Build and test additional starter applications to demonstrate real-world value for application teams

Platform products — *Powered by CDS* use cases

Transforming ocean protection using Platform products

The Department of Fisheries and Oceans Canada (DFO) leveraged Canadian Digital Service (CDS) tools to modernize operations and advance its mission to ensure Canada's aquatic ecosystems and fisheries are sustainable and economically successful.

CDS tools are being used across 10+ digital initiatives, including Canadian Fisheries Information System, Elvers Monitoring and Traceability System, Pacific Salmon Strategy Initiative Data Portal, Salmon Habitat Restoration, Enterprise Data Hub, and Whale Insight.

Secure, bilingual digital products streamlined data collection, automated thousands of critical communications, and enabled high impact user-centred pilot projects.

This partnership saved time and resources for frontline sustainability and oceans work. It showed how scalable solutions, developed by the GC, can drive innovation and deliver faster, more inclusive services to Canadians.
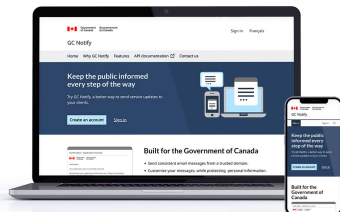
> "A big value for adopting CDS platform products is the fact that we didn't have to do a formal agreement, which freed up time for us to focus on the service. The products are free to use, and that lowered the barrier to entry."
>
> — **Director of User Experience**, Chief Digital Office Sector at DFO

GC Notify

Automated, timely communications

Through the Enterprise Data Hub (EDH), DFO uses GC Notify to automatically send emails related to data publishing and internal service requests
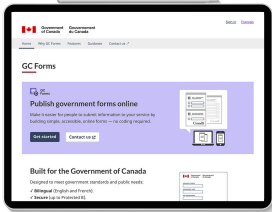
- Why it matters: GC Notify reduces manual coordination and ensures critical data-sharing workflows stay on track.
- Impact: Over 4000 emails sent automatically in one fiscal year, keeping users informed and improving data governance.
- Example: When a dataset is submitted for open publication, GC Notify sends reviewers an automated approval request, plus a follow up reminder if needed.

GC Forms

Secure, accessible data collection

DFO uses GC Forms to collect user feedback, recruit participants for research projects and support internal accessibility testing
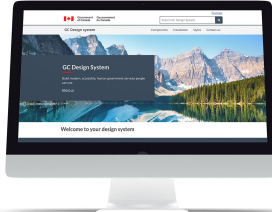
- Why it matters: GC Forms is secure (supports Protected B data), bilingual, and self-serve — making it seamless for staff to deploy themselves.
- Impact: Teams saved time by avoiding long approval processes, allowing rapid form creation for sensitive and public-facing data collection.
- Example: Used in initiatives like the Pacific Salmon Strategy Initiative Data Portal and the Enterprise Grants and Contributions Portal.

GC Design System

Cohesive, accessible service design

DFO's User Experience Branch is using GC Design System to modernize how ocean-related services are built and presented on Canada.ca

- Why it matters: Ensure a consistent, accessible, and user-friendly experience across all digital touchpoints.
- Impact: Enable multidisciplinary collaboration across design and development teams, improved UI and UX across internal and public-facing tools.
- Example: Used to prototype and improve services like the Canadian Fisheries Information System and the Elvers Monitoring and Traceability System.

What users say about CDS Platform Products

"Without GC Notify, we would be required to maintain infrastructure and use costly custom applications to create reports and monitoring systems for our automated email notifications.

GC Notify has created a user-friendly dashboard that enables our team to monitor our automated system notifications and troubleshoot issues with end users when they experience issues."

— **Director**,
Treasury Board of Canada Secretariat

"I can honestly say that GC Forms has been a game-changer.

It's allowed us to collect a variety of information from stakeholders throughout our consultation in a smooth and seamless fashion."

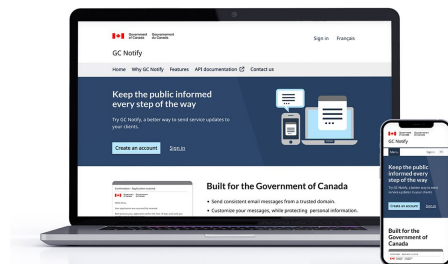— **Senior Research Advisor**,
Future of Sport in Canada Commission

"Our team's use of GC Design System saved weeks and months in delivering working software.

An up-to-date Figma library put designers and developers on the same page from day one, including browser compatibility and accessibility."

— **IT Technical Advisor**,
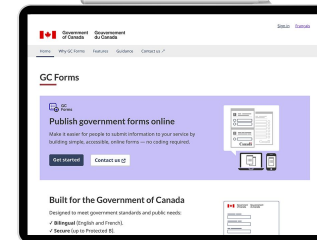Fisheries and Oceans Canada
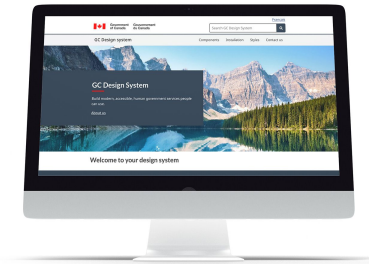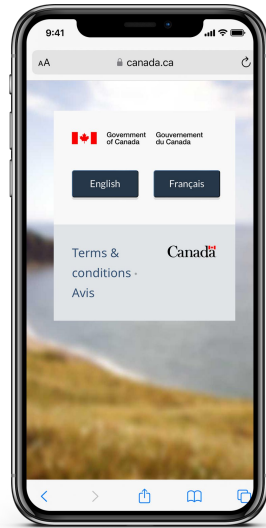
53
Departments use GC Notify

51
Departments use GC Forms

22
Departments use GC Design system

[Canada.ca](#) experience

At the Digital Transformation Office (DTO), we are a team of communications professionals with expertise in content design, interaction design, user research, and plain language writing.

We partner with departments across government to strengthen and evolve how information is communicated on Government of Canada websites. Our work supports three core goals:

- **Reinforcing trust** in Canada.ca by making the brand recognizable, credible and consistent.

- **Improving the findability and clarity** of high demand information and services, using evidence from user research to guide decisions.

- **Helping teams build digital capacity**, supporting a sustainable shift toward user-centered, digital-first approaches within their organizations.

Image: Freepik, Montage CDS

The Canadian Digital Service (CDS) provides self-serve tools and digital expertise to help build better public services.

Canada.ca experience

Providing digital design, user experience, content, and performance measurement guidance across the GC web presence and Canada.ca.

Our work in action

Renewing a passport with Immigration, Refugees and Citizenship Canada (IRCC): Combining insights from the GC Task Success Survey (TSS) and GC Feedback tools, IRCC was able to quantify improvements they made to the user experience of renewing a passport service. The decrease in page feedback and increase to the GC Task Success Survey score confirmed that their continuous improvements were making a difference to Canadians.

In 2024, CDS conducted an Artificial Intelligence (AI) trust study **on Canada.ca** to gauge the public's trust of different AI design approaches for Canada.ca. This study fed into the development of User Experience (UX) guidance for AI help applications on Canada.ca.

2024–2025 key results

👤 1 million

Weekly visitors continue to successfully complete tasks on Canada.ca's highly optimized home page

👤 3 major Life Events integrated

"Welcoming a child", "Learn and plan for your retirement", and "What to do when someone dies" were successfully integrated into Canada.ca. These Life Events are now featured on the GC All services page and within a newly implemented life events theme on Canada.ca. Strategic recommendations were also provided to improve crosslinking from high-traffic program pages — for example, adding links to related services when notifying the Canada Revenue Agency (CRA) of a death.

Optimized GC Feedback

Placed at the bottom of content pages, the GC Feedback widget allows visitors to quickly indicate whether they found what they were looking for and share their feedback.

⬆ **39** Departments and agencies are using the tool — a 14% increase

⬆ **+245%** Increase in feedback collected compared to the previous period

Total GC Feedback comments: **1.3M**

Refined GC Task Success Survey (TSS)

The GC TSS is an ongoing web intercept survey on Canada.ca that measures task success, helping us assess how well digital content meets visitor needs. Delivered jointly with the Principal Publisher at Service Canada.

⚙ **45** Departments and agencies used the tool this year

💬 **12%** Increase in responses gathered
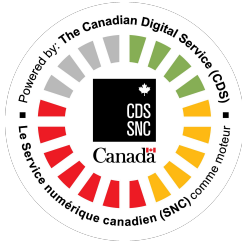
Total GC TSS responses: **616K**

What's next?

Pilot AI Answers on Canada.ca

In 2024–2025, the team built a prototype of AI Answers, a tool that gives visitors to Canada.ca fast, accurate, and easy-to-understand answers to questions they may have about government information and services.

A person can ask a service question and, if the information is found on a government website, the AI-powered service will respond within seconds. The prototype was built in four months (December 2024 to March 2025), and internal testing was conducted in the spring.

The tool will be released for small scale beta testing with the general public in the coming months, with the aim of providing accurate, timely, and helpful information for people accessing online services from the GC.

Canada.ca Experience — *Powered by CDS* use cases

User feedback improved IRCC services

IRCC has leveraged client feedback from GC Feedback and the GC Task Success Survey to continually optimize their citizenship, immigration, passport, and travel services.

Highlights for 2024–2025

- GC Feedback is used on over 2K IRCC pages and collected 2M user comments.

- IRCC measured 32 user tasks in the GC Task Success Survey.
    - Received 305K total survey responses, 113K with user feedback.
    - IRCC receives the most responses of any department using the survey and uses this data to prioritize and inform continuous improvement work.
    - Their IRCC accounts task improved 8.4% in 2024–2025.

- These tools are used on over 30 tasks and services including passports, work and study permits, electronic travel authorization, and sign-in to your IRCC account.

> "We rely on GC Feedback as a quick, low-effort way to gather honest user input across high-volume services like Permanent Resident cards and visa applications. It's helped us spot pain points and prioritize improvements grounded in real-world experience."
>
> **— Assistant Director, Web Communications,** Immigration, Refugees and Citizenship Canada.

Working together to introduce AI responsibly

We conducted an AI trust study with 1 500+ participants from every province and territory. Through that study we found that 47% would trust a custom Canada.ca AI help application over alternatives. Based on this, we worked collaboratively with other GC departments to develop UX guidance for AI help applications and created a proof of concept for a central AI help application for Canada.ca.

Highlights for 2024–2025

- 36 usability participants have used the custom Canada.ca AI Answers help application since November 2024 in interactive studies.

- Usability tests to date show a 100% improvement in self-service success, 50% reduction in time spent looking for answers, and 92% of participants said they'd use AI Answers again. Both human and automated evaluation methods are being developed and tested to ensure accuracy.

- Consultations with 18 departments on AI help applications guidance.

> "The AI prototype made this so much easier for me! It understood exactly what I was asking for and gave me a quick and straightforward answer that was very helpful!"
>
> **— Usability testing participant**

Digital Credentials

Canadians expect easy, secure, and trusted access to government services online. Yet today, with over 60 different sign-in systems across 270+ federal services, that experience is often fragmented and frustrating. At the same time, many government-issued credentials still exist only on paper, making them easy to forge and hard to verify, especially online.

That's why CDS is developing shared digital platforms that will make accessing services easier, safer, and more consistent:

- **GC Sign in** will provide a single, secure, and user-friendly way to sign in to federal services.

- **GC Issue and Verify** will allow departments to issue and verify digital versions of credentials, like permits or licenses, more efficiently.

These platforms are optional, privacy-focused, and designed for accessibility. They will reduce duplication across government, improve service delivery, and save time for both users and departments.

By building once and reusing across government, CDS is helping deliver efficient digital services that work better for everyone.

Image: Freepik, Montage CDS

GC Sign in

We're building a secure and easy way to access GC services online. With a single sign-in method, people can sign in to multiple services without creating new usernames and passwords each time. Our goal is to make signing in simple, reliable, and accessible — whether it's your first time or years down the road.

For GC service owners, GC Sign in will provide a seamless way to authenticate users and verify identities, reducing the need for redundant security checks. We plan to build self-serve integration tools to make it easy for departments to onboard quickly and efficiently.

2024–2025 key results

Confirmed Mandate and Funding via Budget 2024

Finalized the procurement of a Customer Identity and Access Management (CIAM) software as a Service (SaaS) platform

- The CIAM SaaS will be the basis of a single sign-in (GC Sign in) and identity verification platform for all GC services
- The CIAM SaaS can also provide a suite of access and authorization features to service owners

Accountability for the External Credential Management service formally transferred from Shared Services Canada (SSC) to CDS

- This will help CDS transition GC services more effectively from the existing sign in options to adopting GC Sign in

Identified a pilot partner (Natural Resources Canada geo.ca) to test and iterate on the product

Building and testing the first version of GC Sign in, including basic sign up and sign in functionality

Started work with the Benefits Delivery Modernization (BDM) team at ESDC to develop an access and authorization solution for an Employment Insurance (EI) Pilot

About External Credential Management (ECM)

ECM provides secure online access for Canadians via Interac Sign-in and GC Key credentials. GC Sign in will eventually replace ECM services. **Currently, 34 Government of Canada departments rely on ECM to support their sign-in experience**.

~25 million

Monthly authentications conducted using External Credential Management (ECM) services

What's next?

- Continue building and testing the first iteration of GC Sign in, with a few lower volume services in late 2025
- Aim to be ready to support low volume and low to medium impact services by the end of 2025–2026
- Grow to integrate more robust identity proofing services
- Improve scalability, reliability and operations to be able to offer a seamless user experience for a broad range of government services and users
- Work in the open, sharing progress (through blog posts, presentations, and web updates), and get feedback from public servants as we build

GC Issue and Verify

Giving government departments the ability to issue digital versions of the physical credentials they already provide today, like work permits and boating licenses. People will be able to voluntarily and securely store their digital credentials on their mobile devices, through a digital wallet.

They can choose to share them online or in-person when needed, making it easier for departments, organizations, and businesses to verify their information.
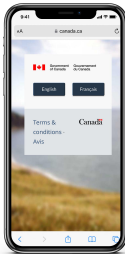
2024–2025 key results

Procured key components of the GC Issue and Verify pilot platform

Began work with partners at Transport Canada (TC) and Immigration, Refugees and Citizenship Canada (IRCC) to prepare them for their upcoming pilot testing of Digital Personnel Licences and digital visas through GC Issue and Verify, including developing and testing first versions of:

GC Issue and Verify pilot platform

GC Verify pilot mobile application

GC Wallet pilot mobile application

- Led the Privacy Impact Assessment and Security Assessment and Authorization for the GC Issue and Verify pilot platform and GC Wallet and GC Verify mobile applications

- Posted a Request for Information (October 2024), followed by an Invitation to Qualify (March 2025) with the goal of pre-qualifying potential suppliers for the GC Issue and Verify target-state platform

- Completed pilot testing of a prototype conformity assessment program to support GC recognition of **digital versions of physical** credentials and digital trust services (including digital wallets), in partnership with the Standards Council of Canada

What's next?

Pilot support
Ongoing testing with Transport Canada and IRCC for digital licences and digital visas

Progressive onboarding
Bringing on new, low-volume partners to test and iterate across different GC teams and services

Privacy & Security
Finalizing the Privacy Impact Assessment (PIA) and Security Assessment and Authorization (SA&A) for the pilot platform and mobile apps

Procurement
Pre-qualifying suppliers through the Invitation to Qualify, preparing for a Request for Proposal (RFP) in FY 2025–2026

Standards & Trust
Developing a conformity assessment program with the Standards Council of Canada to support recognition of digital credentials and wallets

Open by default
Sharing progress (blogs, presentations, web updates) and gathering feedback from public servants as we build and ensuring that it meets accessibility standards

What's next?

Want to learn how we're working across the GC to align our efforts and serve people better? Take a look at our 2025–2026 Tactical Plan

Have questions about the way we work or the work we do? Let's talk

Want to stay informed of digital transformation work across the GC? Subscribe to our newsletter

CDS
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Accelerating impact, together

Annual report
2024-2025

Image: Freepik, Montage CDS

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