JOURNEY TO DIGITOPIA:

The Government of Canada's quest to modernize services.

MARC **BROUILLARD**

Chief Technology Officer,
TBS-OCIO

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Executive Director,
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DIGITAL REVOLUTION

ANALOG FUNDAMENTS

EVER-EVOLVING STAKEHOLDERS

POLICY DIRECTION

PRE-COVID WORLD

DIGITAL VISION

Enabling users to access the services they need at any time.

NO MORE CALLS

NO MORE FORMS

THE CANADA SCHOOL OF PUBLIC SERVICE DIGITAL ACADEMY

- Launched in 2018 to help public servants gain the knowledge, skills, and mindsets
- The school offers: “Discovery Series”, ccurses, articles, events, and targeted trainig
- Launched CSPS Digital Accelerator

THE DIGITAL STANDARDS

- The big challenge is implementing a dramatic culture change within the bureaucracy
- Pre-planning, User research and Gene’s second way.
- Data driven feedback loops and continuous improvement.
- An accessibility standard for a barrier-free public service

TALENT CLOUD

- Advancing diversity and inclusion
- Optimizing fit-to-team, and reducing time-to-staff

- Researched and tested to generate data, as well as future-facing theories

DR. ROBERTA BONDAR PROGRAM

- An opportunity for women, nonbinary people, and gender diverse people working in STEM
- Aims to address support and professional networking challenges

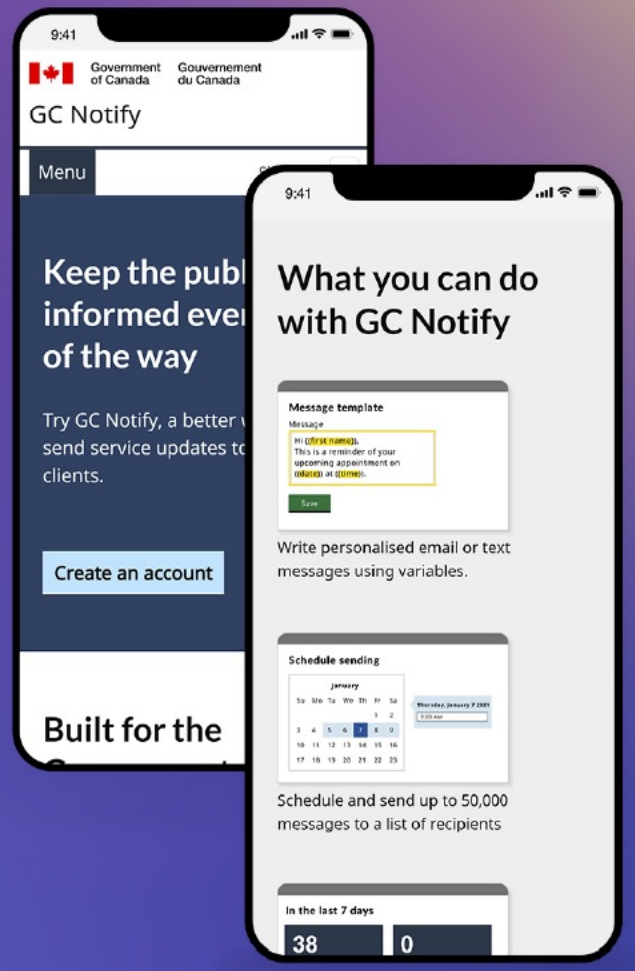
A DISRUPTIVE PANDEMIC

- Ramp up IT infrastructure virtually overnight
- Adapt in-person services
- Simplify rules and processes
- Prioritize delivery over risk

AN UNEVEN DIGITAL ACCELERATION

Notify App
by the Canadian Digital Service (CDS)

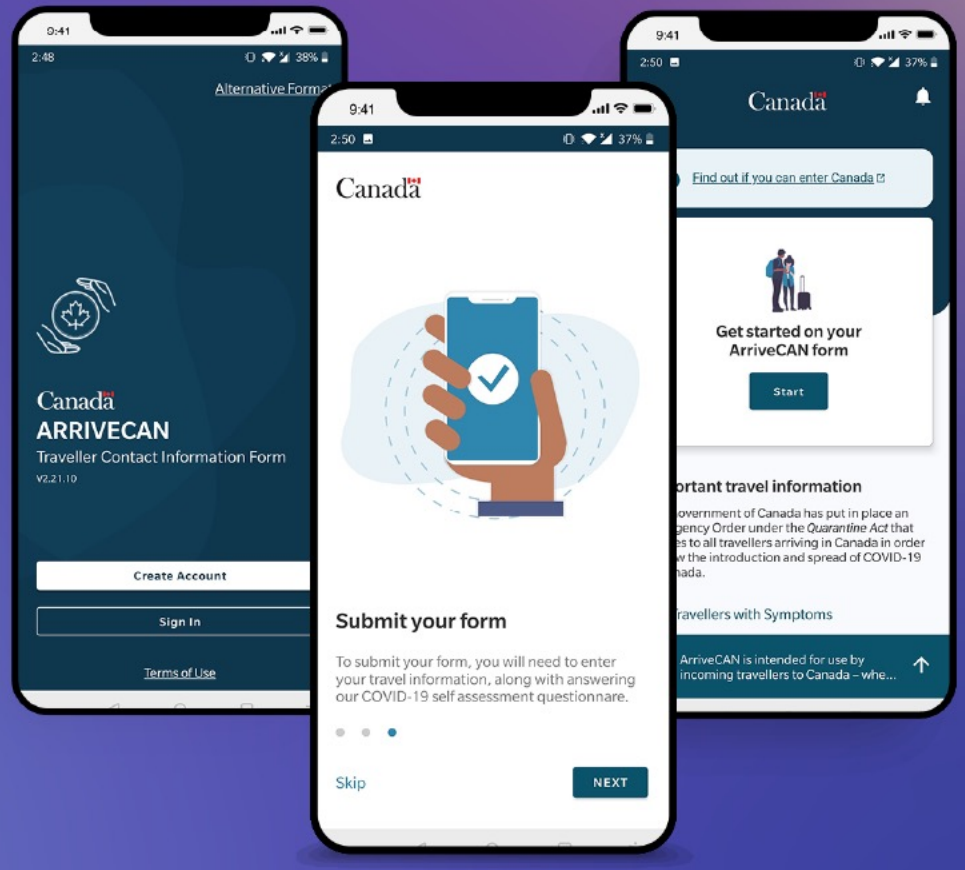
- Multi-language Multi-time zone
- Dockerized entire application
- DevOps freed up resources eventually making the service more inclusive



AN UNEVEN DIGITAL ACCELERATION

ArriveCAN

- From an idea to a working app to demo to users in just four weeks
- Collaboration at all levels
- “Demos over memos”



AN UNEVEN DIGITAL ACCELERATION

- Teams of Teams
- Linchpin Liaison Officer applied

Allows the team to understand the world from their partner’s perspective

DIGITOPIA

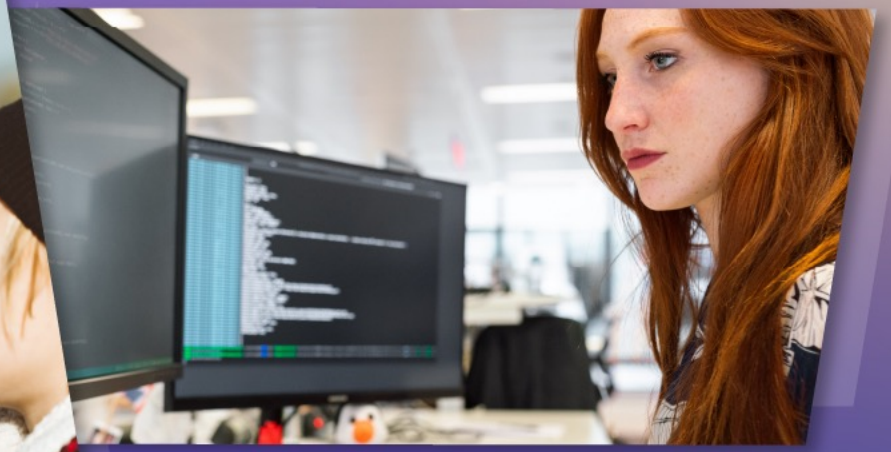
A THOUGHT EXPERIMENT

- Leadership
- Support user-centric Services
- Value and Outcomes
- Multidisciplinary delivery teams

RESUMPTION, RECOVERY, OR REBUILD?

- The pandemic has highlighted systemic pain points
- Implementating new tools without evolving the organization is a losing strategy
- What are we willing to give up to change the way we work?

WHERE WE NEED HELP



THANKS FOR HAVING US!