

A conversation about Digital Government



#GCDigital

A Mandate for Improved Services

Speech from the Throne:

“Canadians want their government to do different things, and to do things differently.”



Budget 2016 confirmed the government's commitment to openness, transparency and collaboration, and the commitment to modernize how government operates, to better reflect the values and expectations of Canadians.

Drivers of Service Improvement



290 million
visits to
government
websites

74 million
calls received

8 million
people assisted
in-person

(Annual numbers from fiscal year 2014-15)

The Government of Canada has an opportunity to provide a better service experience to Canadians and businesses through the development of a government-wide service delivery strategy, which will provide direction and a platform for GC-wide performance tracking and reporting.



“Digital is the technological enabler of this century.”

“...And, in any sector you care to name, it’s been the lifeblood of organisations that have embraced it, and a death sentence for those that haven’t.”

– Mike Bracken

Former Executive Director and creator of the UK’s Government Digital Service

Service in a Digital Age

Digital government refers to the use of digital technologies to create public value. It relies on a digital government ecosystem comprised of government actors, NGOs, businesses and individuals which supports the production of and access to data, services and content through interactions with the government (OECD)



The focus is on strengthening capacity to act in an agile, responsive and coherent manner:

- Catalyze user-centric approaches for ***service innovation***.
- Improve government's capacity to create ground-breaking ***IT solutions*** to shared problems.
- Be smarter with ***data*** in order to drive results – including data standards, analysis, and sharing.

MODERNISER NOTRE ÉCONOMIE
STRATÉGIE NUMÉRIQUE DU QUÉBEC

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RAPPEL

OBJECTIF NUMÉRIQUE

GRANDES ÉTAPES DE LA DÉMARCHE

LEXIQUE

ESPACE DOCUMENTAIRE

CALENDRIER DES THÈMES

THÈMES EN COURS

Infrastructures numériques

Développement économique et usages innovants du numérique

Administration publique efficiente

[Twitter](#) [Facebook](#) [LinkedIn](#) [YouTube](#)

RETOUR À L'ACCUEIL DE LA

DÉVELOPÉ ÉCONOMIQUE INNOVATION NUMÉRIQUE

DU 20 SEPTEMBRE AU 22 NOVEMBRE

L'entrée rapide et massive associée à la révolution planétaire, le rythme de l'innovation et l'émergence d'outils ou de nouveaux modèles collaboratifs. Aujourd'hui, il est temps pour les gouvernements et la compétitivité de faire évoluer leur façon de fonctionner en lançant le Plan d'action. C'est une grande première dans le secteur public. Ce geste pour accélérer le virage numérique devrait contribuer à accentuer l'usage du numérique chez les Québécoises et Québécois. Ce plan d'action vise à faciliter l'accès des contributions de chaque secteur et à renforcer la zone des contributions pour favoriser l'innovation et l'efficacité.

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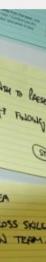
Blog Inside GOV.UK

Organisations: Government Digital Service

Making it easier to find things on GOV.UK

Late last year, we finished transitioning the websites of more than 300 government organisations onto GOV.UK. Since then we've formed a new team to focus on improving navigation to make it easier for GOV.UK users to find what they need, ...

[Read more](#)



Australia's Digital Transformation Office (DTO) will build a single log-in for government services that will operate across federal, state and local governments.

The move is important because it bridges the divide between central and local government digital services by creating a common system for citizens anywhere in Australia.

Australia building single log-in for central, state and local government services

Significant leap forwards for government as a platform concept.

22 septembre 2015

François

Administration électronique

Lien permanent

14 réactions



Blog service-public.fr

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Accueil > Administration électronique > Le nouveau service-public.fr, une nouvelle relation à l'usager

Le nouveau service-public.fr, une nouvelle relation à l'usager

Pourquoi un nouveau service-public.fr

Ce matin a été lancée une nouvelle version du site service-public.fr.

Donner accès à l'ensemble de l'information administrative en la rendant plus simple et plus claire, offrir des services pratiques qui facilitent les démarches quotidiennes et orienter l'usager dans l'administration : ce sont les trois missions portées par service-public.fr.

Le nouveau site a été pensé pour répondre au mieux aux objectifs : faciliter des usagers en simplifiant les parcours sur tous les supports et en s'adaptant aux nouveaux usages numériques, notamment la lecture sur mobile. Pour cela, l'ergonomie, le graphisme, l'organisation des contenus de service-public.fr ont été complètement renouvelés. Les usagers ont été associés tout au long du



BRIEFING ROOM

ISSUES

THE AI

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We The Geeks



"We The Geeks" is a new series of Google+ Hangouts to highlight topics in the United States. Topics such as commercial space, math (STEM) education, turning science fiction to science fact, and how officials and key private sector contributors. Join the conversation to sign up for email updates about future "We the Geeks"

Governments are embracing digital

...and the mandate is change.

UK	US	AUS	NZ	ON
2011	2014	2015	2013	2016
Government Digital Services Make services simpler, faster, clearer and digital by default. Start with user needs, not government needs.	US Digital Service Improve and simplify digital experience for key White House priorities. 18F/Technology Transformation Service Transform the way government builds, buys, and shares technology.	Digital Transformation Agency Lead the transformation of government services to deliver a better experience for Australians.	Digital Transformation Team Deliver simpler, seamless, end-to-end services around important life events for users; ensure a 'service design' approach; put users at the centre of the work.	Digital Government Team Lead the implementation of the government's vision for government-wide digital transformation & improved online services for users

What we've seen

Digital transformation teams

Governments are creating digital transformation teams – focused on user priorities, and developing innovative and reusable digital solutions



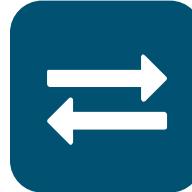
Emphasis on design and results

Strong emphasis on digital design standards, user-centred design, and service performance measurement



Capitalizing on great work

Frequently adopting best practices and open-source tools from other countries' digital counterparts



Organized from the centre

These transformation teams are typically organized within central agencies

Recruiting outside

These teams are doing a lot of recruiting of outside talent with new and varied perspectives

Partnering across governments

With end users in mind, teams are working across jurisdictions to look at end-to-end service delivery and identity management



We want your views on digital transformation in a government context.

What do we want to talk about?



Organizing to
deliver digital

Digital
talent

Digital service
design &
delivery

Setting the right
foundations

Questions to start the conversation



Who, inside or outside of the public sector, has a cool ‘way of working’ to support innovation and results-based delivery?



What are the biggest barriers to attracting, retaining or leveraging digital talent, existing or potential?



Think about a great service experience and a poor one.
What made them different? (Pain points / Yay moments)



What IT infrastructure is needed to support government collaboration and interoperability with provinces, territories, municipalities, not-for-profits, academia, businesses, and citizens?

More Questions



What are the opportunities to better work across institutional and jurisdictional boundaries to improve digital service delivery?



How can we discover, leverage and support digital talent for government?



How can the GC better understand what citizens need in the digital age?



Thinking about new technologies, cloud, information, data management, cyber security and more, what do you see as the biggest opportunities or biggest challenges for government?

Final question...

In your opinion, how appealing is working with or for the Government, and how could we be even more attractive to work with/for?



Let's keep the conversation going



Thank you for coming and we are happy to consider this the launch point for many future interactions with you.

Please ensure we have your contact information so that we can add you to our Digital Government stakeholder list.

A ‘What We Heard’ report will be published early in 2017

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Your input will help us



**Let us know who else
we should talk to!**

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Thank you!