

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.



Governments are embracing digital

...and the mandate is change.

UK

2011

Government Digital Services

Make services simpler, faster, clearer and digital by default.

Start with user needs, not government needs.

US

2014

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.

AUS

2015

Digital Transformation Agency

Lead the transformation of government services to deliver a better experience for Australians.

NZ

2013

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.

ON

2016

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



Organized from the centre

These transformation teams are typically organized within central agencies

Emphasis on design and results

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

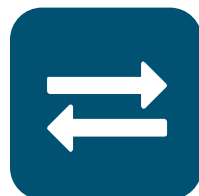
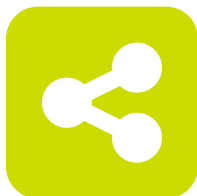


Recruiting outside

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

Capitalizing on great work

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



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



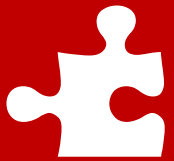
What are the opportunities to better work across institutional and jurisdictional boundaries to improve digital service delivery?



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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Nick Wise

Nicholas.Wise@tbs-sct.gc.ca

Pascale Elvas

Pascale.Elvas@tbs-sct.gc.ca

Ryan Androsoff

Ryan.Androsoff@tbs-sct.gc.ca

John Millons

John.Millons@tbs-sct.gc.ca

Sean Boots

Sean.Boots@tbs-sct.gc.ca

Pamela Stewart

Pamela.Stewart@tbs-sct.gc.ca

*Treasury Board Secretariat
Government of Canada*

Thank you!