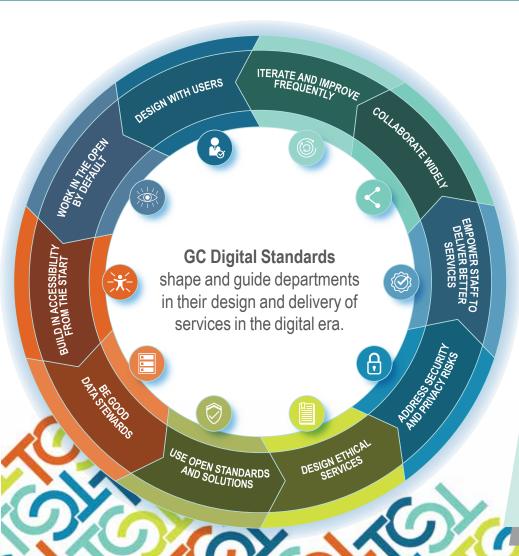
# **TC**TRANSFORMATION

Disruptive technologies are introducing significant changes across the transportation system and in the workplace.

This is our **Roadmap** to be **#TCFutureReady #TCDigital** 



### KEY DEPARTMENTAL TRANSFORMATION IS UNDERWAY ENABLED BY A STRONG DIGITAL FOUNDATION:



Intelligent Policies and **Programs** 

- · Modernizing our legislation and regulations so they are agile, responsive to change
- · Aligning national policy principles and consistent approaches with provinces and territories on new / emerging technologies
- Engaging industry and users on environmental considerations. technology use cases and implementing policy/regulatory
- Developing a public risk management framework
- Building an outcomes measurement system to monitor the effectiveness of non-regulatory and regulatory activities
- · Adopting common oversight and enforcement processes



Service Innovation

- · Building myTC Account, a new online service platform for TC aligned to OneGC
- Building capacity in user experience research and service design through the new Service Innovation Hub
- Establishing TC's service inventory with a service management platform (available in in OneGC API store)
- · Establishing modern fee structures to recover costs for
- Implementing harmonized service standards
- Reporting on performance against service standards and client satisfaction.

How we adapt to change:



**Transparency** and Public Trust

**Data-Driven** 

- Strengthening accessibility, transparency of data and information to inform the public of transportation decisions
- · Implementing an integrated and coherent approach to Safety and Security information

Strengthening departmental data

Building capacity in data science

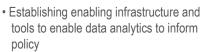
· Fostering data collection, storage and

access capacity to inform internal and

governance

external decisions

- · Managing culture change to enhance our evidence-based decision making and
- publicly reporting on the results of our oversight of industry
- Building a framework on engaging citizens and stakeholders to increase transparency and accountability through participatory government, engaging actively to inform policies, direction and service delivery



 Explore new innovative approaches to fill data requirements and inform decisions (experimenting with AI, machine learning, robotics)



## Modernizing Transport Canada's Workforce - Beyond 2020



Delivering policies, programs and services that put users at the center of everything we do

Empowering employees with the tools, skills, and a workplace culture to succeed in the digital era

Leveraging digital technologies, data, and open ways of working to stay at the forefront of a changing world

#### 1. MODERNIZE OUR WORKPLACE & TOOLS

- · Better technologies for mobile work devices! Mobile devices for all employees, enhanced Wi-Fi at all locations
- Promoting a virtual workplace! Remote and virtual working. the right collaboration tools
- · Going paperless! Digital signatures, paperless processes,

#### 2. DEVELOPING NEW SKILLS & BEHAVIOURS

- · Recruiting, hiring for skillsets of the future (now)! New digital competencies developed and used in ALL Statements of Merit Criteria
- · Increasing digital literacy! Learning Plans of ALL staff will include digital learning opportunities
- Encouraging experimentation! Opportunities and recognition will be given for experimentation and innovation

#### 3. ADAPTING OUR CULTURE & PROCESSES

- Adopting user-centric approaches in all that we do! Lead by example - executives will each spend at least one day every 6 months observing our services with real users
- Encouraging staff to engage openly! Supporting staff to use social media and online collaboration tools to engage and share their work
- · Shift analogue processes to digital! Every team to explore making at least

