



# ISED's Department Results Framework (DRF): Lessons Learned

PPX Learning Event  
March 22, 2018

# Overview of ISED's DRF

- **3** Core Responsibilities
- **10** Departmental Results and **28** Indicators
- **25** Programs in the Program Inventory
- Aligned with the **Innovation and Skills Plan charter**
- Fits with other DRFs in the **ISED Portfolio**

<b>Companies, Investment &amp; Growth</b>	<b>Science, Technology, Research &amp; Commercialization</b>	<b>People, Skills &amp; Communities</b>
<ul style="list-style-type: none"><li>• Canada becomes a global leader in clean technologies</li><li>• Canadian companies are globally competitive and achieve high growth</li><li>• Canada is a location and destination of choice for investment, growth and tourism</li><li>• Canadian innovators have simplified access to tools and support</li></ul>	<ul style="list-style-type: none"><li>• World-leading superclusters are grown in Canada</li><li>• Canadian businesses invest more in research and development (R&amp;D)</li><li>• Canada has world leading-research capacity</li></ul>	<ul style="list-style-type: none"><li>• Canada has a highly skilled workforce that is equipped for jobs in an innovative and high-growth economy</li><li>• Canadian communities are connected to and use digital infrastructure</li><li>• Canada's entrepreneurs represent all segments of Canadian society</li></ul>

# You can't always get what you want, but if you try sometimes, you might just find, you get what you need - *Rolling Stones*

- Who is collecting **what types** of information and **how often**?
- How **comparable** is this data across the organization?
- Is this the information **required** or what just happens to be **available**?
- What is the **strategy** and how what are the **resources** required?

# If you want to gather honey, don't kick over the beehive - *Dale Carnegie*

- **Communication is key** and should be **transparent** and **honest**.
- **Collaboration is essential** – **engage** others **early** and **often** throughout all parts of the organization.
- **Make connections** for others and **bring together** the others in the organization.
- Don't forget about **other government departments/agencies** (including **TBS**)!

# Just jump in and get started - *Jennifer Ritchie Payette*

- Meet people where they are and **facilitate continuous improvement** rather than striving for perfection.
- Be mindful of resources.
- Expect performance measurement elements to **evolve over time** as programs are refined or potentially redefined.
- Stakeholders won't be static and **re-engagement** will likely be **necessary**.
- It's never too early to be thinking about **internal controls**.

# When do we get the good donuts?

– *ISED's DRF Team*

- Performance measurement is inherently **complex** and **multi-faceted** work.
- Learn from **success** and **be kind** to each other.