Moving the Dial Toward Digital

23rd Annual Performance and Planning Exchange Symposium
Presented by Robert Trottier

May 2019

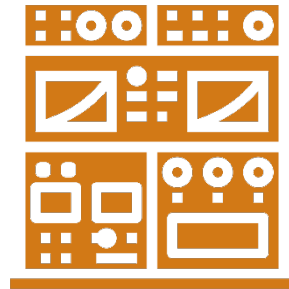# WHAT IS <u>DIGITAL</u>?
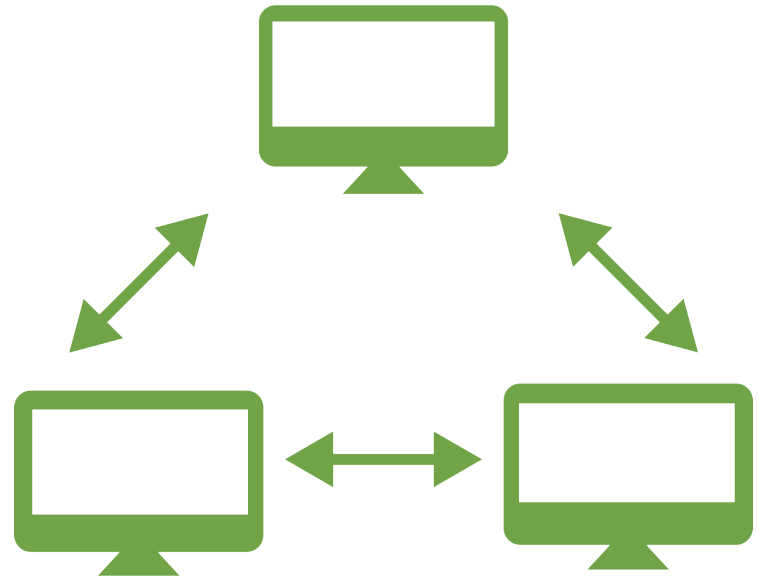
PEOPLE   **PROCESS**   **TECHNOLOGY**
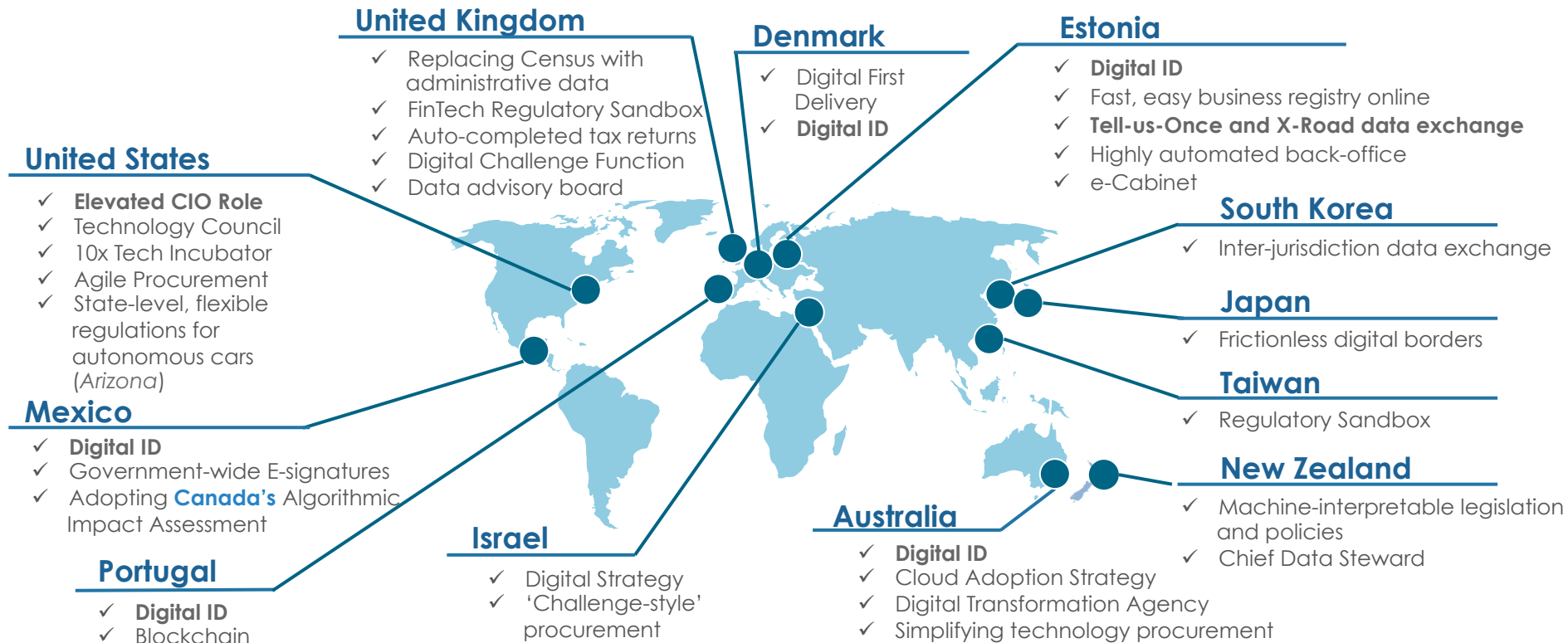
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THE DIGITAL OPERATIONS STRATEGIC PLAN PROVIDES INSIGHTS INTO THE GOVERNMENT'S DIGITAL DIRECTION

"Digitally, the Government of Canada must operate as one to benefit all Canadians"

OTHER COUNTRIES ARE RISING TO THE CHALLENGE OF THE DIGITAL AGE.
CANADA IS AT RISK OF BEING LEFT BEHIND

United Kingdom
- ✓ Replacing Census with administrative data
- ✓ FinTech Regulatory Sandbox
- ✓ Auto-completed tax returns
- ✓ Digital Challenge Function
- ✓ Data advisory board

Denmark
- ✓ Digital First Delivery
- ✓ **Digital ID**

Estonia
- ✓ **Digital ID**
- ✓ Fast, easy business registry online
- ✓ **Tell-us-Once and X-Road data exchange**
- ✓ Highly automated back-office
- ✓ e-Cabinet

United States
- ✓ **Elevated CIO Role**
- ✓ Technology Council
- ✓ 10x Tech Incubator
- ✓ Agile Procurement
- ✓ State-level, flexible regulations for autonomous cars (*Arizona*)

South Korea
- ✓ Inter-jurisdiction data exchange

Japan
- ✓ Frictionless digital borders

Taiwan
- ✓ Regulatory Sandbox

Mexico
- ✓ **Digital ID**
- ✓ Government-wide E-signatures
- ✓ Adopting **Canada's** Algorithmic Impact Assessment

New Zealand
- ✓ Machine-interpretable legislation and policies
- ✓ Chief Data Steward

Portugal
- ✓ **Digital ID**
- ✓ Blockchain

Israel
- ✓ Digital Strategy
- ✓ 'Challenge-style' procurement

Australia
- ✓ **Digital ID**
- ✓ Cloud Adoption Strategy
- ✓ Digital Transformation Agency
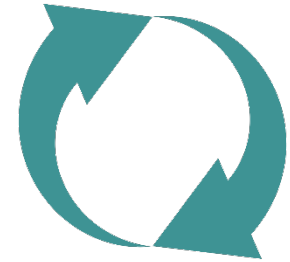- ✓ Simplifying technology procurement

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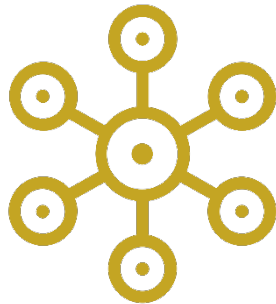# IN ORDER TO ACHIEVE DIGITAL INTEGRATION, THE GOVERNMENT OF CANADA NEEDS TO BE…
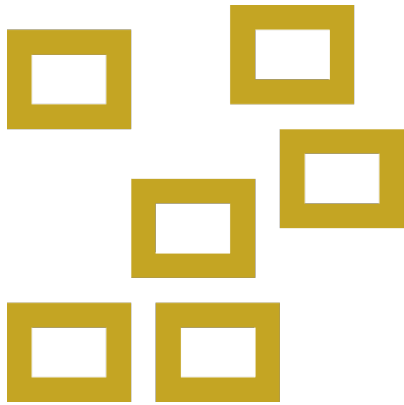
Transparent

Machine assisted

Seamless

Interconnected

On the spot

WE DEVELOPED LIVING DIGITAL STANDARDS TO GUIDE US

Design with users — 01

Iterate and improve frequently — 02

Work in the open by default — 03

Use open standards and solutions — 04

Address security and privacy risks — 05

Build in accessibility from the start — 06

Empower staff to deliver better services — 07

Be good data stewards — 08

Design ethical services — 09

Collaborate widely — 10

THE SHIFT TO DIGITAL REQUIRES <u>COOPERATION</u>…

Align Priorities

Stay on Track

Embrace Change/ Creativity

CANADA'S DIGITAL FUTURE IS BRIGHT. TOGETHER, WE ARE DELIVERING…
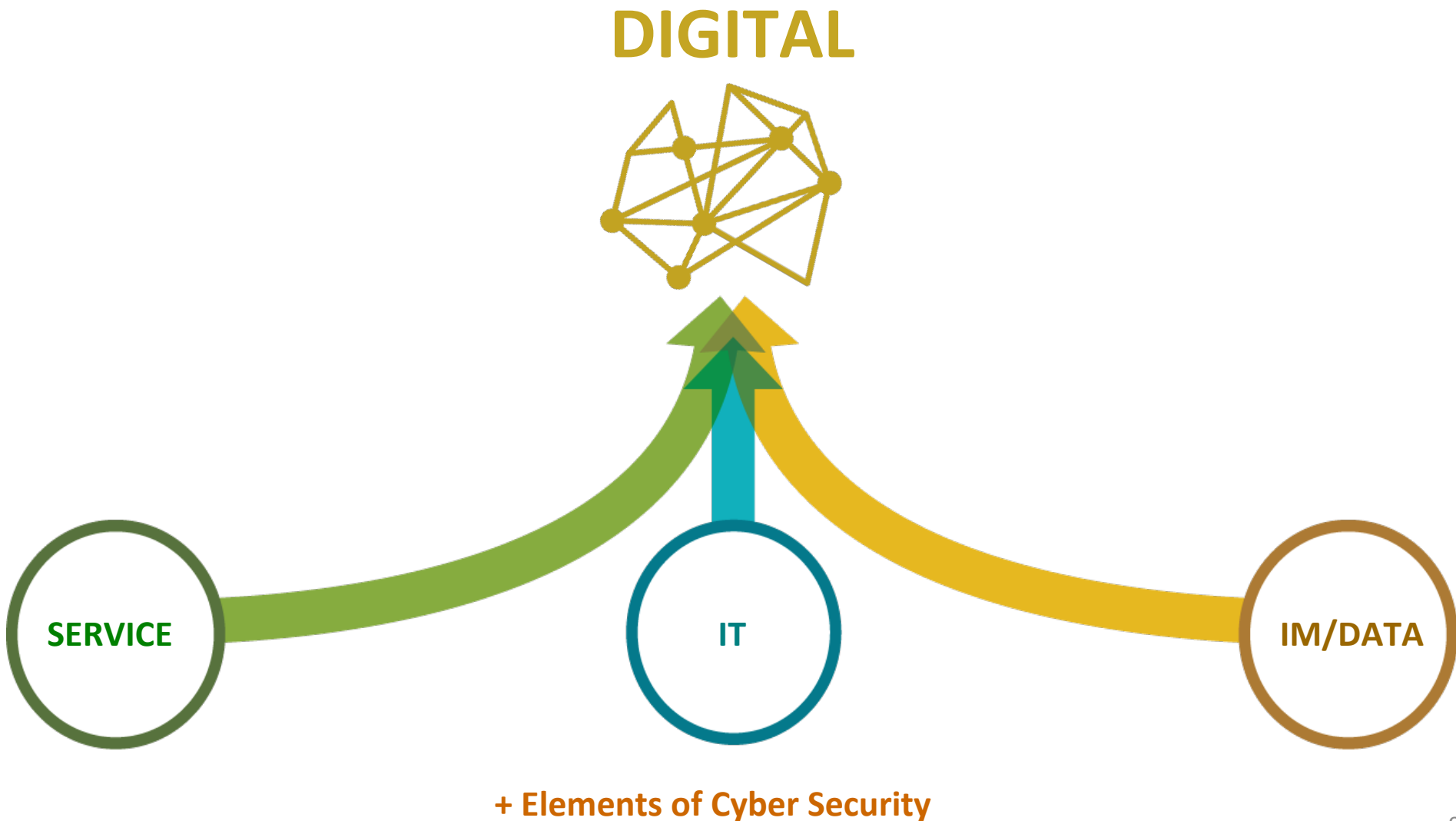
Digital Tool Kit

Experimentation

Tech Standards

Empathy

THE NEW PROPOSED POLICY INTEGRATES MANY AREAS OF MANAGEMENT UNDER ONE UMBRELLA

DIGITAL

SERVICE

IT

IM/DATA

+ Elements of Cyber Security

THE PROPOSED DIGITAL POLICY SUITE FOCUSES ON THE FOLLOWING 5 AREAS TO ENABLE CHANGE

Enterprise governance, planning and reporting

Supporting workforce capacity and capability

Open and strategic management of information

Client centric service design and delivery

Leveraging technology in the digital era

WE NEED A COMPREHENSIVE VIEW OF DIGITAL PERFORMANCE IN DEPARTMENTS

WE ARE DEVELOPING A DIGITAL MATURITY MODEL SO DEPARTMENTS CAN IDENTIFY WHERE THEY ARE AND WHERE THEY NEED TO BE

LEVEL 5 MATURITY