



Treasury Board of Canada
Secrétariat

Secrétariat du Conseil du Trésor
du Canada

Building Organizational Agility to Deliver Better Services

Presentation to the Joint Councils

Office of the Chief Information Officer | Government of Canada

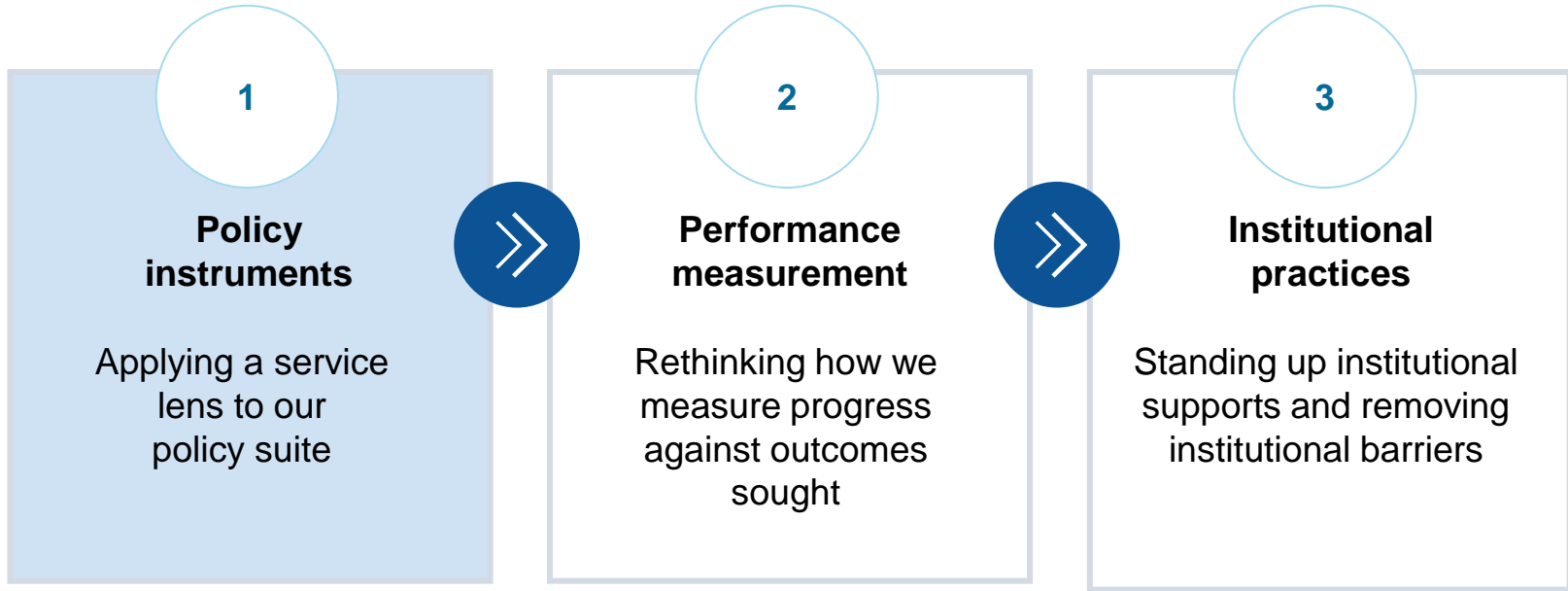
February 2023

THEORY OF CHANGE

If we build *organizational agility*,
government will deliver better
services

Building organizational agility starting from the centre

Rationale: We need to create enabling conditions for better services



Another look at Canada's Digital Standards

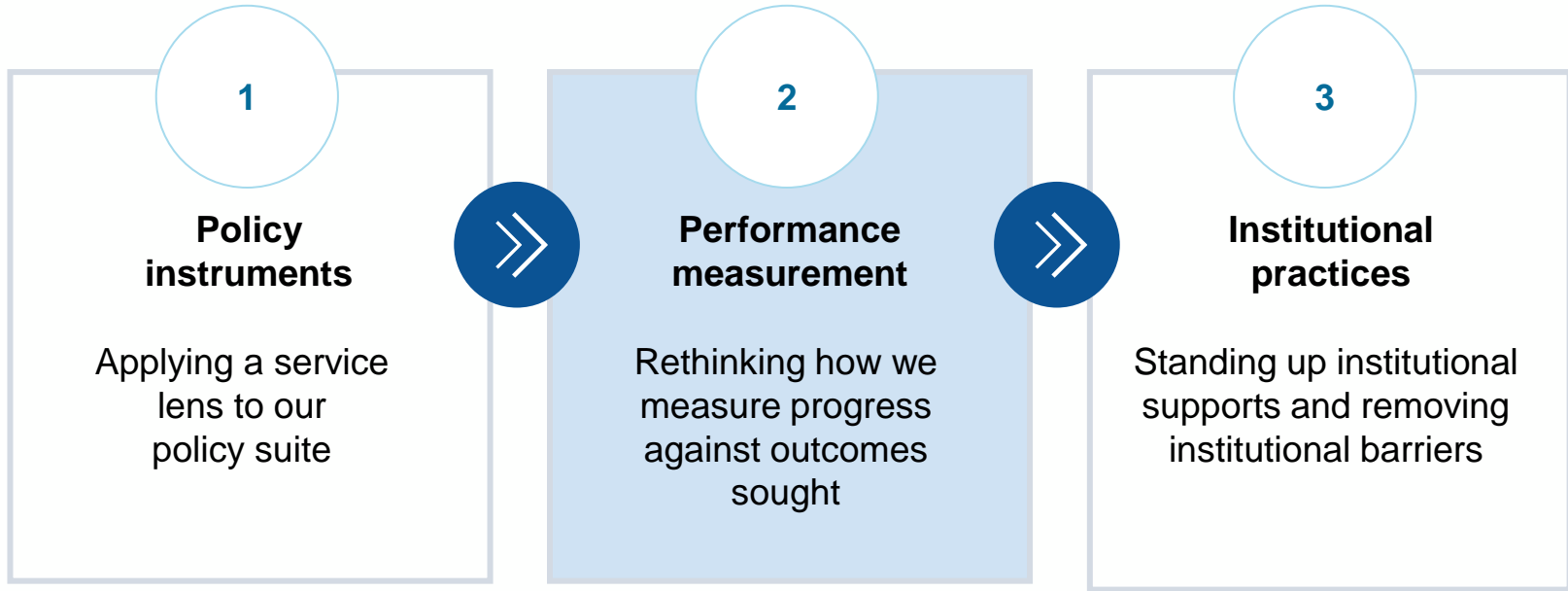


We need a deliberate, whole-of-OCIO approach to addressing gaps between digital standards and the Policy and Directive on Service and Digital. This means we need to:

- Review, amend or rescind policy instruments that contradict or make it harder to implement digital standards
- Identify policy gaps - new policy instruments and practical guidance that need to be created
- Introduce failure criteria / reasons to revisit in the preamble for existing policy instruments to ensure continued relevance
- Take stock of responsibilities, oversight and reporting requirements with a view to revisit
- Introduce a feedback loop review process for the digital standards themselves (i.e. Do these principles continue to represent what good looks like for services?)

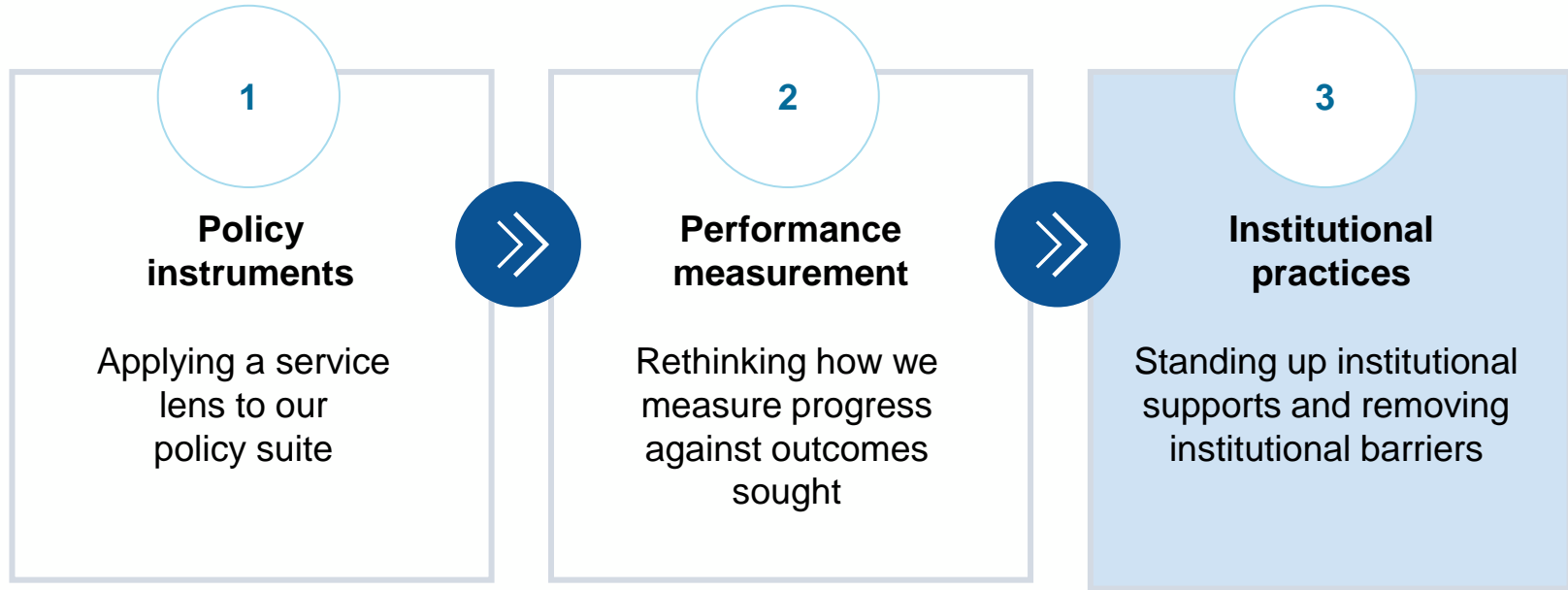
Building organizational agility starting from the centre

Rationale: We need to create enabling conditions for better services



Building organizational agility starting from the centre

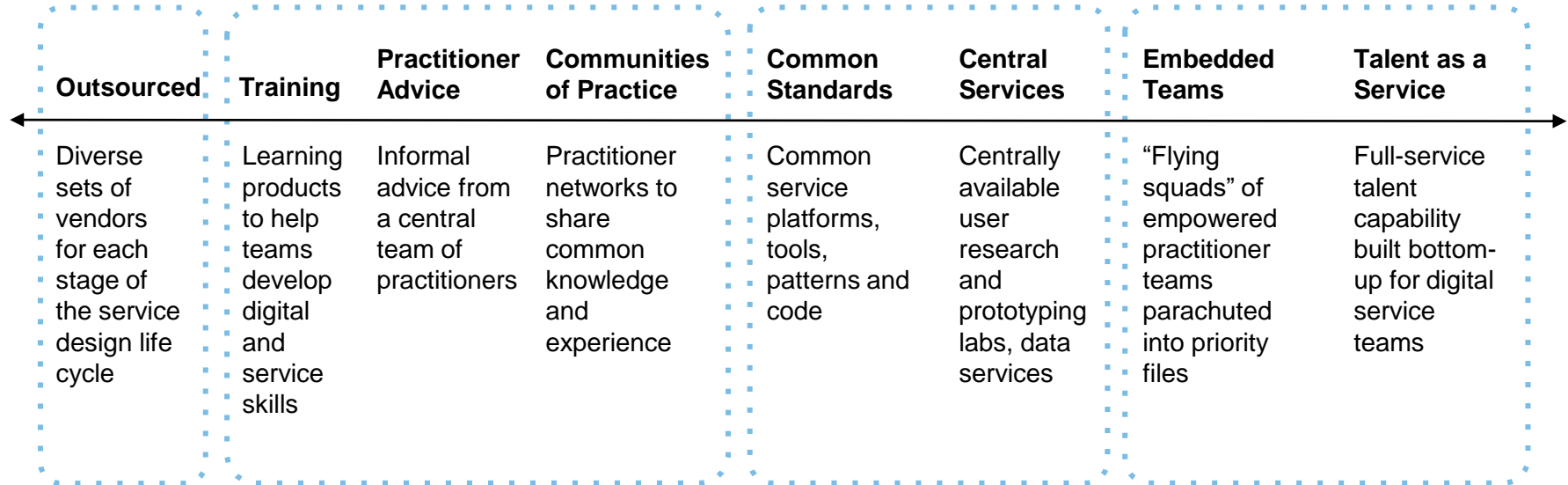
Rationale: We need to create enabling conditions for better services



Capacity-building

Proactive supports

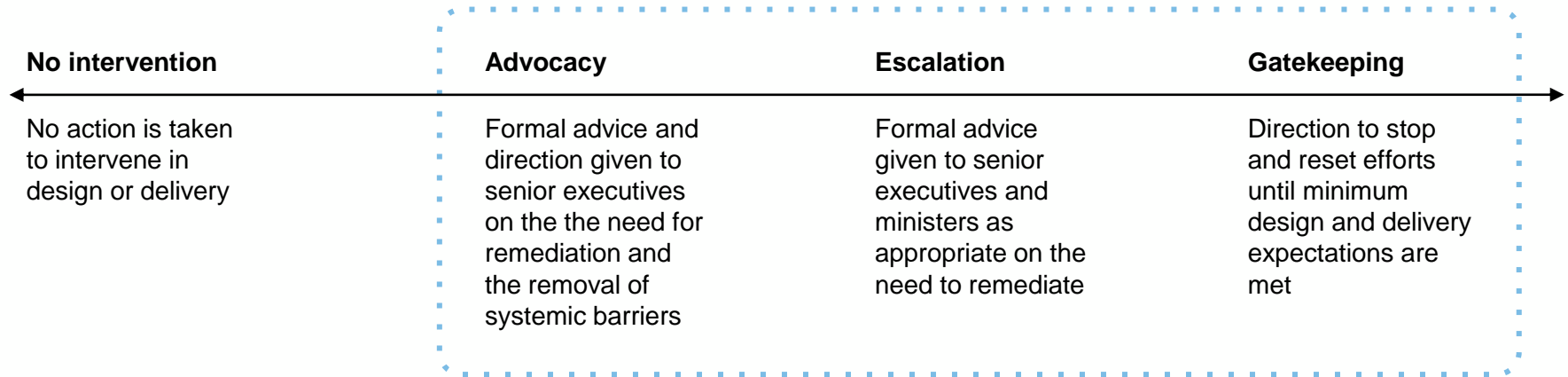
A range of digital practice support services to help departments deliver against digital standards



Intervention

Formal escalation

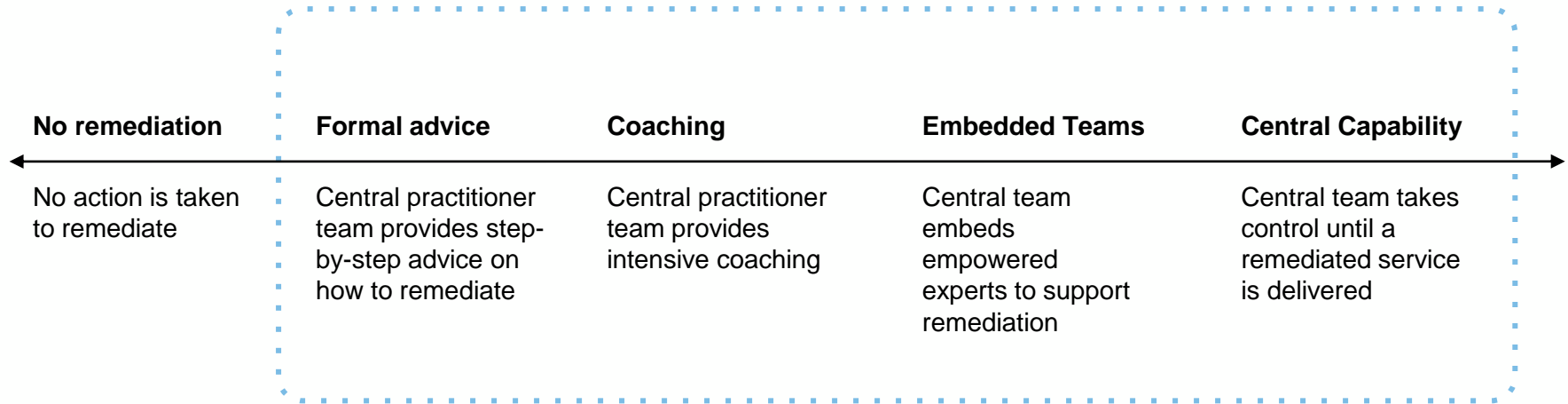
A range of formal responses TBS can provide to departments and leaders to keep them on track to deliver against expectations



Remediation

Course-correction

A range of remediation efforts to lift capability and redirect services that do not meet digital standards



What's next?

Potential updates to share:

- Digital Standards reset
- Policy suite review
- Performance Measurement reset
- Setting up institutional supports

Get in touch:

digital.numerique@tbs-sct.gc.ca