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Institute for
Citizen-Centred
Service

CITOYENS
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L'Institut des
services axés sur
les citoyens

Data Driven Intelligence Working Group

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WORK PLAN:

2022 / 2023

High Level Objective: Exploration of framework of issues related to providing integrated and seamless service across levels of government.

The Data Driven Intelligence Working Group was tasked to conduct research to better understand citizens' acceptance of the government's use of their data. Increased understanding of the current context of public acceptance for the use of data to improve services within and across levels of government.

Discuss Alignment to Priorities:

One of the key priorities of the Joint Councils is Citizen-centric services; leveraging data and research to inform policy development, service design and service delivery while being open transparent and efficient.

The mandate of the DDI WG is to explore issues impacting the ability of governments to improve the client experience. This includes:

- Exploring the current state of public acceptance for the use of data to improve services within and across levels of government.
- Exploring the existing rules framework and developing recommendations to address key Joint Councils and PSSDC priorities.

The DDI WG supports leveraging Open Data and advanced data analytics to improve service delivery, for example, by maintaining and ever greening the Analytics playbook.

The scope of the working group is to act as an enabler and catalyst for the use of data within and across levels of government in Canada, to gain insights into client needs and develop practical solutions wherever possible. The activities of the working group will enable public services to be at the forefront of providing modern excellent services where the user experience meets or exceeds the Canadian public and business community's expectations.

ACTIVITY 1 – PHASE 1						COMPLETED
DESCRIPTION / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	EXPECTED OUTCOME
<p>Phase 1: Research Report on Insights into Public's Acceptance of Government Use of Data</p>	DDI WG	March 2021	October 2021	<ul style="list-style-type: none"> DDI WG with support from ICCS Secretariat undertook an RFP process. Davis Pier was awarded the contract. Consultants, under the direction of the DDI WG co-chairs developed the report. JC approved funding of \$60K for the development of the research report. 	Report was completed and tabled to JC in October 2021. JC is encouraged to share the report across jurisdictions.	<p>PHASE 1: COMPLETED</p> <p>The report aims to provide a better understanding of public acceptance for the use and sharing of data for the improvement of public services within and across levels of government. It is intended to inform the future direction of intergovernmental use of data in Canada, as well as to guide future research on barriers to data sharing for public services across government. It provides the foundational material for future work to investigate and outline options to address legislative, policy and data sharing barriers to integrated and seamless service delivery.</p>
ACTIVITY 1 – PHASE 2						Priority: <i>High</i>
<p>Phase 2: Public opinion research</p> <p><i>Recommendation A as noted in research report (Phase 1)</i></p>	DDI WG to develop Scope of Work	March 2022	Sept. 2022	<ul style="list-style-type: none"> DDI WG, Consultant (tbc) Requires support by ICCS for RFP process, contract management and/or project management. ICCS ongoing secretariat support for the DDI WG. 	Engage with the public across Canada to better understand their levels of acceptance of government data use.	<ul style="list-style-type: none"> Conduct public consultations to develop an understanding of the levels of acceptance, as well as the key factors and/or events which have shaped these attitudes. Validate any insights against the findings of the report.

				<ul style="list-style-type: none"> Funding required – estimate only \$TBC 		
ACTIVITY 2						Priority: <i>High</i>
DESCRIPTION / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	EXPECTED OUTCOME
<p>Insights report Recommendation H:</p> <p>Understanding of the current rules framework and specifically the legislative, policy and data sharing barriers which are affecting the advancement of key Joint Councils and PSSDC priorities is needed to inform future direction and next steps around addressing these issues.</p>	DDI WG to develop Scope of Work	tbc	tbc	<ul style="list-style-type: none"> DDI WG, Consultant (tbc) Requires support by ICCS for RFP process, contract management and/or project management. ICCS ongoing secretariat support for the DDI WG. Funding required – estimate only \$TBC 	<p><i>Recommendation H is also tied to recommendation D and F.</i></p> <ul style="list-style-type: none"> Interjurisdictional survey to identify barriers and opportunities. FPTM catalogue of current legislation to view collectively for reform. Explore secondary use of data and put in use cases (common consent) <p>A) Identification of specific use cases.</p> <p>B) Identification of what information should be shared for each use case.</p> <p>C) Identification of rules (legislation and policy) relevant to use cases.</p> <p>D) Analysis: Identification of real vs. perceived barriers. Prioritization of barriers to address.</p> <p>E) Final report with recommendations to address the top barriers including the proposed model(s), use case(s) and inter-jurisdictional</p>	<p>Final report with recommendations to address the top barriers including the proposed model(s), use case(s) and inter-jurisdictional pilot(s) to test the recommendations.</p> <p>Encourage and support F/P/T/M legislative reform to enable the secondary uses of data not currently allowed.</p>

					pilot(s) to test the recommendations.	
ACTIVITY 3						Priority: <i>Medium</i>
DESCRIPTION / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	EXPECTED OUTCOME
Insights report Recommendation D: Encourage governments to allow citizens to opt into a “tell us once” approach, where data may be shared with other government departments for a set of agreed uses, in alignment with public sector legislative contexts within Canada.	DDI WG to develop Scope of Work	tbc	tbc	<ul style="list-style-type: none"> DDI WG, Consultant (tbc) Requires support by ICCS for RFP process, contract management and/or project management. ICCS ongoing secretariat support for the DDI WG. Funding required – estimate only \$TBC 	<i>Recommendation D is also tied to recommendation H and F.</i> a) Undertake interjurisdictional scan on Tell Us Once on what jurisdictions are undertaking (current scan analysis). b) Mapping exercise on how data is shared across all levels of gov (for a national perspective) c) Identify parameters in sharing data. d) Explore “common consent”.	Encourage governments to allow citizens to opt into a “Tell Us Once” approach, where data may be shared with other government departments for a set of agreed uses, in alignment with public sector legislative contexts within Canada.
ACTIVITY 4						Priority: <i>Medium</i>
DESCRIPTIONS / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	EXPECTED OUTCOME
Insights report Recommendation F: Encourage governments to establish centralized Data Authorities, in alignment with	DDI WG to develop Scope of Work	tbc	tbc	<ul style="list-style-type: none"> DDI WG, Consultant (tbc) Requires support by ICCS for RFP process, contract management 	<i>Recommendation F is also tied to recommendation D and H.</i>	Data Authority would manage the Tell Us Once and share the data.

public sector legislative contexts within Canada.				and/or project management. <ul style="list-style-type: none"> • ICCS ongoing secretariat support for the DDI WG. • Funding required – estimate only \$TBC 	
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ACTIVITY 5						Priority: <i>High</i>
DESCRIPTIONS / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	EXPECTED OUTCOME
<p>Maintain and evergreen the Analytics Playbook.</p> <p>In 2019, the DDI WG developed an Analytics Playbook to support and advance the use of analytics across public sector organizations. The Analytics Playbook is both educational and instructive, articulating the value of analytics, identifying success factors that policy makers and leadership teams need to be thinking about advancing, and defining how organizations can get started on their analytics journey.</p> <p>The Analytics Playbook details notable achievements of Federal, Provincial/Territorial, and Municipal organizations with respect to the partnerships and projects that have used analytics to improve service delivery.</p>	DDI WG & Analytics Playbook Sub-Group	<i>April 2022</i>	<i>Dec 2022</i>	<ul style="list-style-type: none"> • Analytics Playbook Sub-Group • ICCS technical support required to update Playbook (technical / digital design) • ICCS secretariat support required for the sub-group on an ongoing basis • Funding required – estimate only \$TBC 	<p>The Analytics Playbook Sub-Group is tasked to refresh the Playbook on an annual basis.</p> <ul style="list-style-type: none"> • Identify new relevant and useful use case studies from across Canada in the application of DDI to improve service delivery for 2022. • Update the Playbook's digital format in both official languages. • Support an Engagement Strategy to promote the Analytics Playbook in all jurisdictions across the country. • Provide an updated version of the Analytics Playbook that meets the expectations of the Joint Councils and DDI Working Group. 	An updated Analytics Playbook for 2022 will be available in late 2022.

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ACTIVITY 6						Priority: <i>Low</i>
DESCRIPTIONS / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	EXPECTED OUTCOME
Environmental Scans <ul style="list-style-type: none">Federal-provincial/territorial-municipal committees that may be addressing similar barriers.Other jurisdictions' approaches to addressing top barriers	<i>DDI WG</i>	<i>TBC</i>	<i>TBC</i>	<i>TBC</i>	Detailed information on approaches to address top issues is available.	Detailed information on approaches to address top issues is available.