

# I+IT Labour and Transportation Cluster

Joint Council  
February 26, 2020

# About LTC

Digital leaders  
partnered to provide  
transformation,  
innovation, modern  
solutions while  
maintaining strong  
legacy services

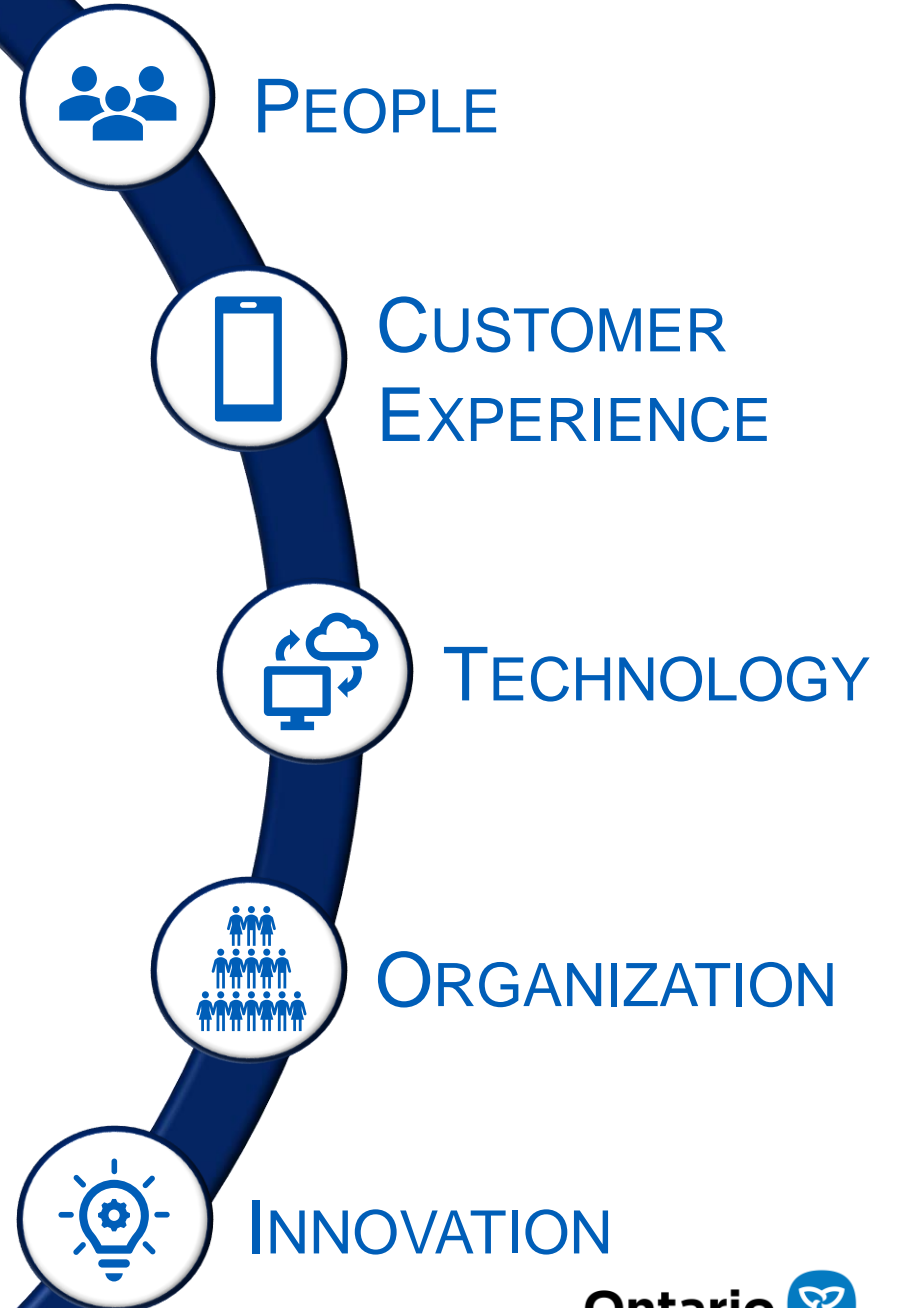
Ministry of Transportation

Ministry of Labour, Training  
and Skills Development

# Our Strategic Plan: Destination 2020



- Launched March 2017
- Plan was to become digital leaders in for ministries
- 5 pillars



# Our Strategic Plan: Destination 2020

## PEOPLE



- ☒ Learning and Development
- ☒ Communications
- ☐ Knowledge Management

## CUSTOMER EXPERIENCE



- ☒ User Experience
- ☒ IT Investment Plan - MOL
- ☒ IT Investment Plan – MTO
- ☐ Master Data Management

## TECHNOLOGY



- ☒ Technology Roadmap
- ☒ Service Catalogue

Year 1

15 Projects Launched  
11 Projects Completed

1

## ORGANIZATION



- ☒ Organizational Review
- ☒ People Change Management
- ☒ Bimodal IT
- ☐ Business Relationship Management
- ☐ Business Analysis Community of Practice

## INNOVATION



- ☒ Innovation Centre of Excellence

# Our Strategic Plan: Destination 2020

Year 2

9 New Projects Launched  
8 Projects Completed

2

## PEOPLE



- ☒ Workforce Strategy
- ☐ Knowledge Management

## USER EXPERIENCE



- ☒ Master Data Management
- ☐ Client First

## TECHNOLOGY



- ☐ Cloud First

## ORGANIZATION



- ☒ Business Relationship Management
- ☒ Business Analysis Community of Practice
- ☒ LTC Re-org Transition
- ☐ Balanced Teams
- ☒ Maintenance and Support Review
- ☐ Lean Process Improvement
- ☒ Expanding Agile Development Practices

## INNOVATION



- ☒ Digital Data Insights

# Our Strategic Plan: Destination 2020

Year 3  
5 Projects Launched

3

## PEOPLE



Knowledge Management



Balanced Teams  
Lean Process Improvement  
Product-Based Delivery

## CUSTOMER EXPERIENCE



Client First  
Data Strategy



**INNOVATION**  
Automated Testing  
Discovery, Alpha, Beta, Live

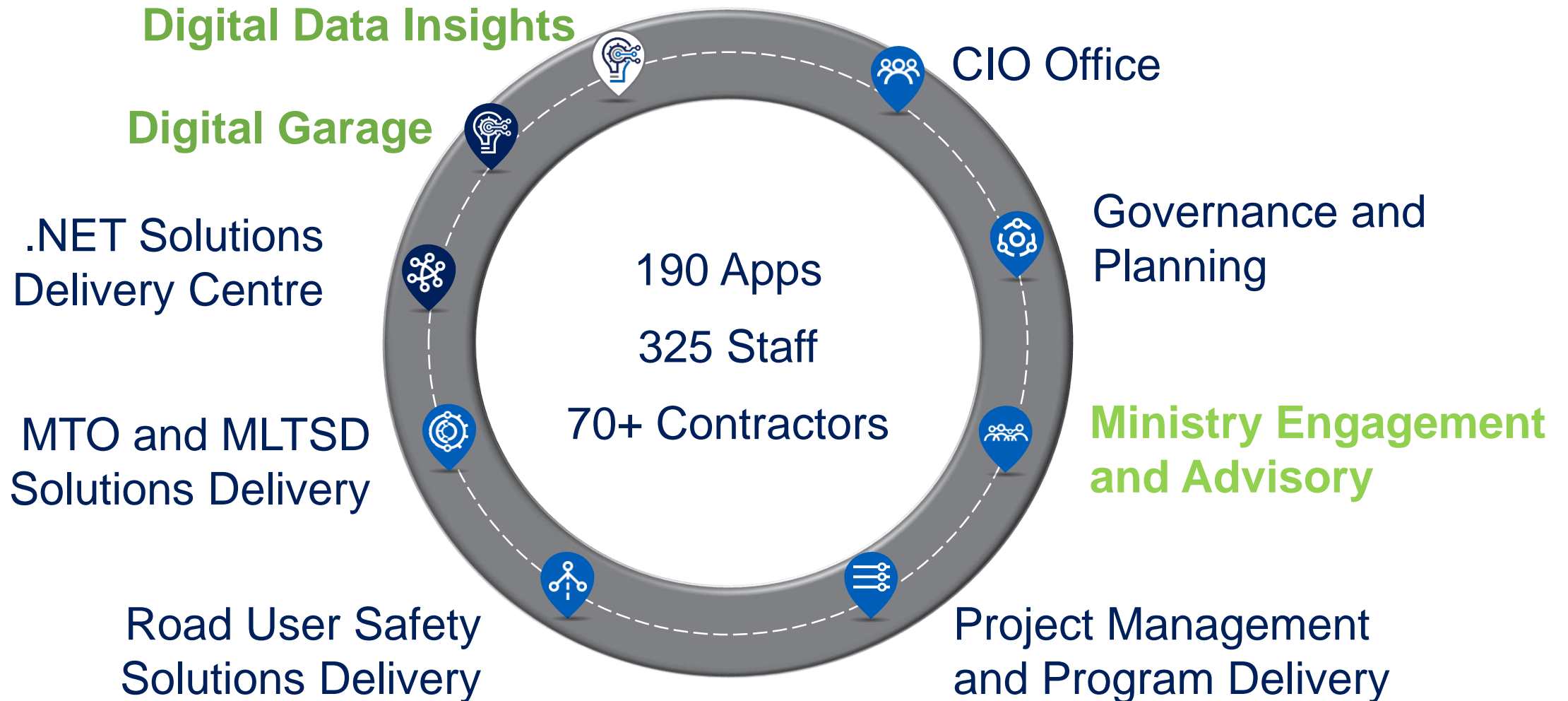
## TECHNOLOGY



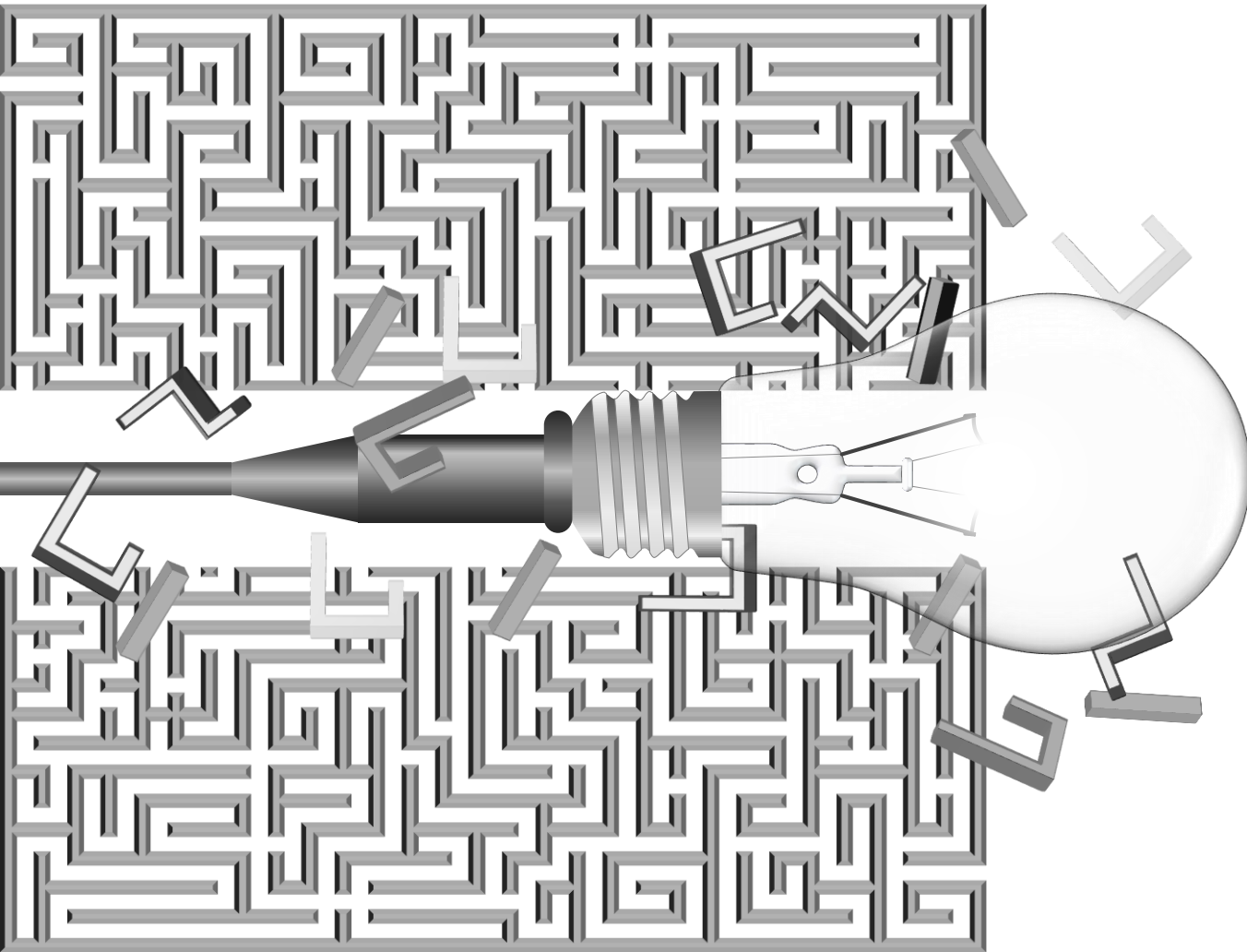
Cloud First  
Mainframe Cloud Strategy

Year 3: *Reaching Our Digital Destination*

# D2020 Highlights: Our Delivery Team



# D2020 Highlights: Digital Garage



Research, develop, test and implement innovative, practical, digital solutions meeting the demands of our ministries and Ontario citizens in the internet-digital age.



# D2020 Highlights: Digital Garage



## Driver's Licence Check

Review and redesign the user experience of the Driver's Licence Suspension Program. Outcomes include a customer journey map, clickable prototype, user feedback and live product within several months.



## Sr Driver's Program

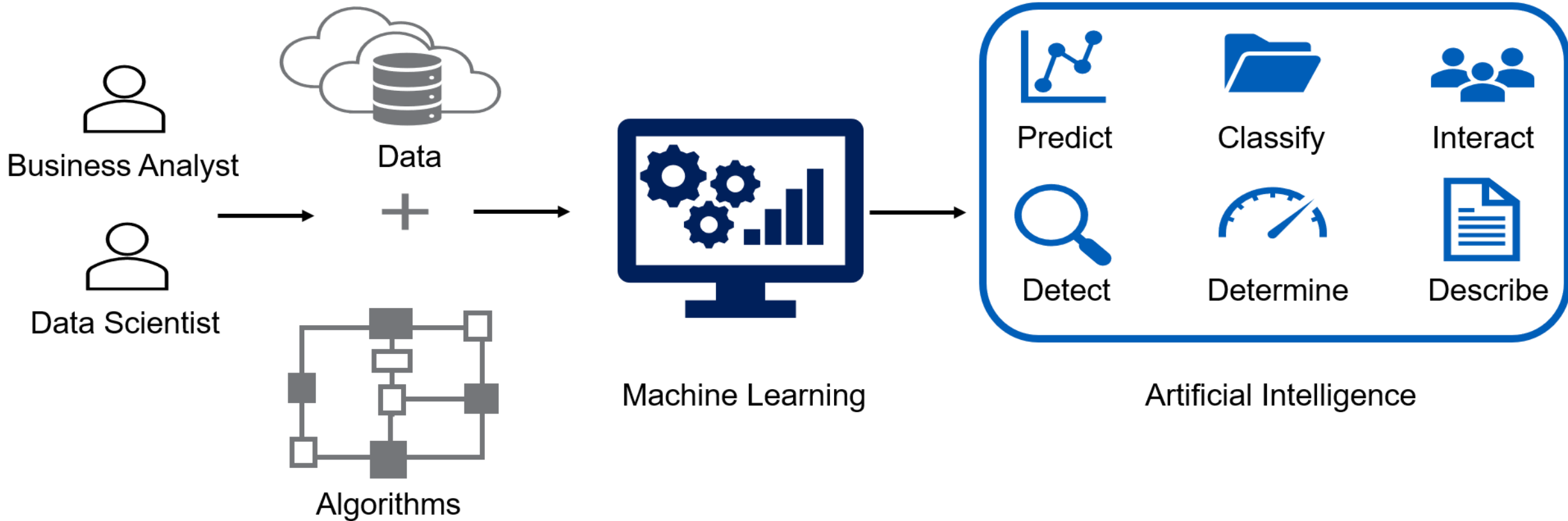
Review the Sr Driver's Renewal Program and identify opportunities for digital transformation increasing efficiencies and improving the user experience.



## Digital MTO

- Driver Instructor Card
- Driver Handbook
- Data Strategy
- Card Renewal / Notices
- Beginner Driver Education
- Top 10 Transactions

# D2020 Highlights: Digital Data Insights



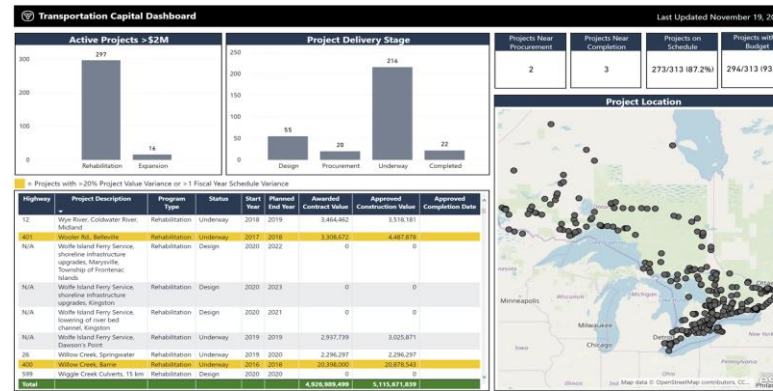
# D2020 Highlights: Digital Data Insights



## Fleet Analytics

Performed advanced analytics on Ontario Fleet Services to understand usage, anomalies and opportunities. Prototype launched within weeks.

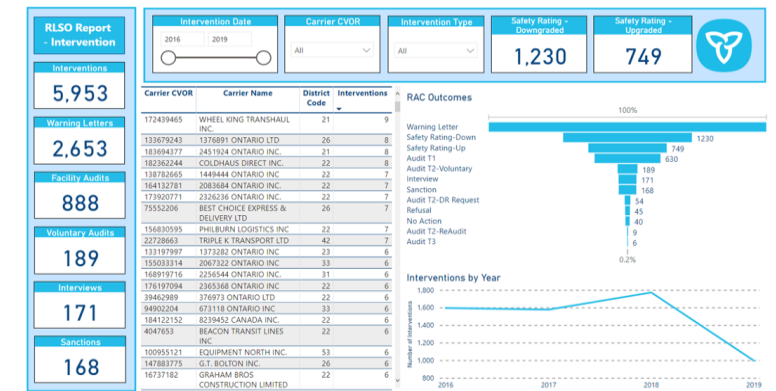
Live launched within months.



## Transportation Dashboard

Responding to the Premier's request for a capital investment dashboard developed alpha prototype within 48 hours.

Live launched within weeks



## Commercial Vehicle Dashboard

Performing program analytics and insights using prototype launched within days.

Licences, accidents, Interventions, sanctions.

# D2020 Highlights: Agile Software Development

## Product Development



**Discovery**



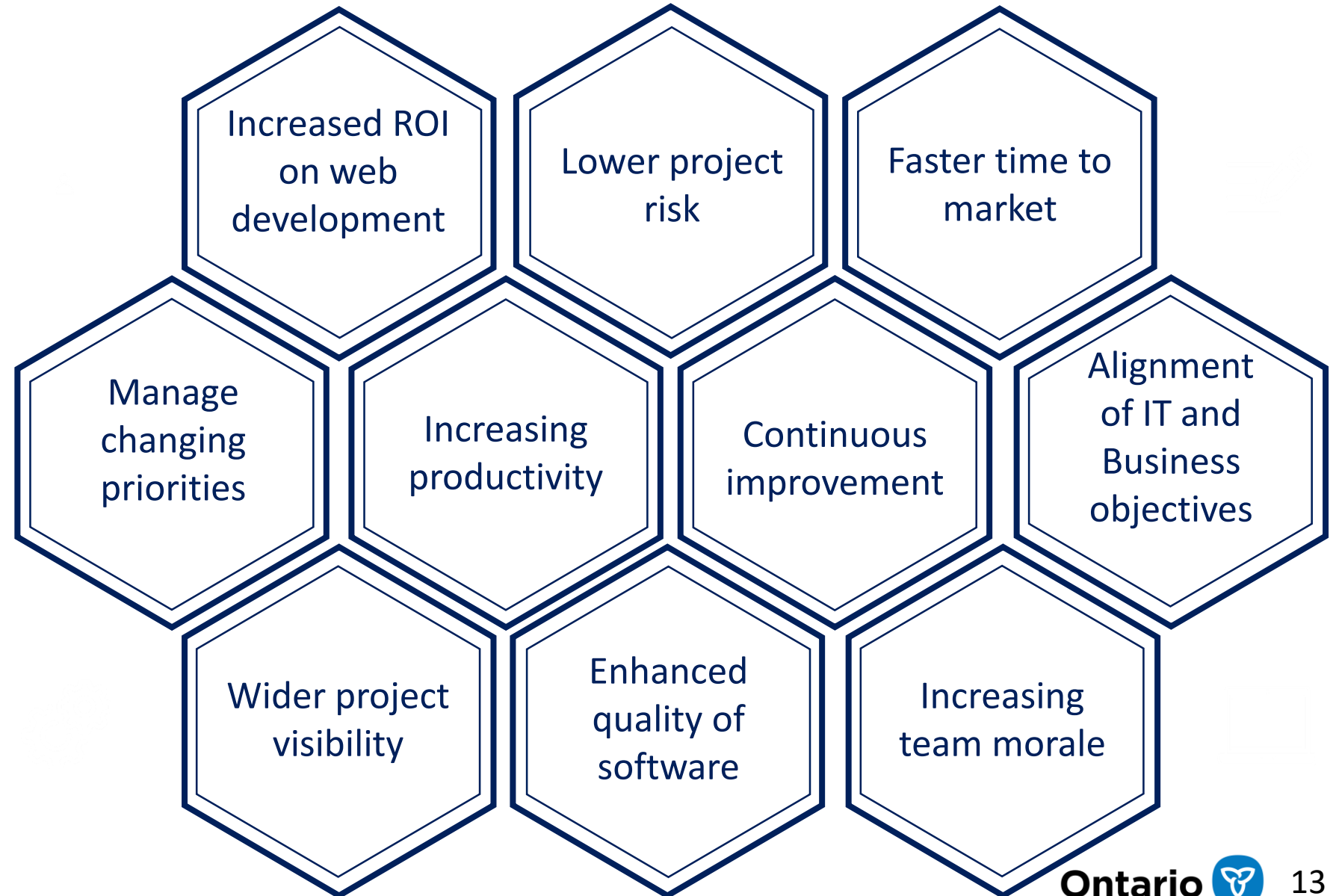
**Alpha**



**Beta**



**Live**



# D2020 Highlights: DevOps

⚠ De-risk

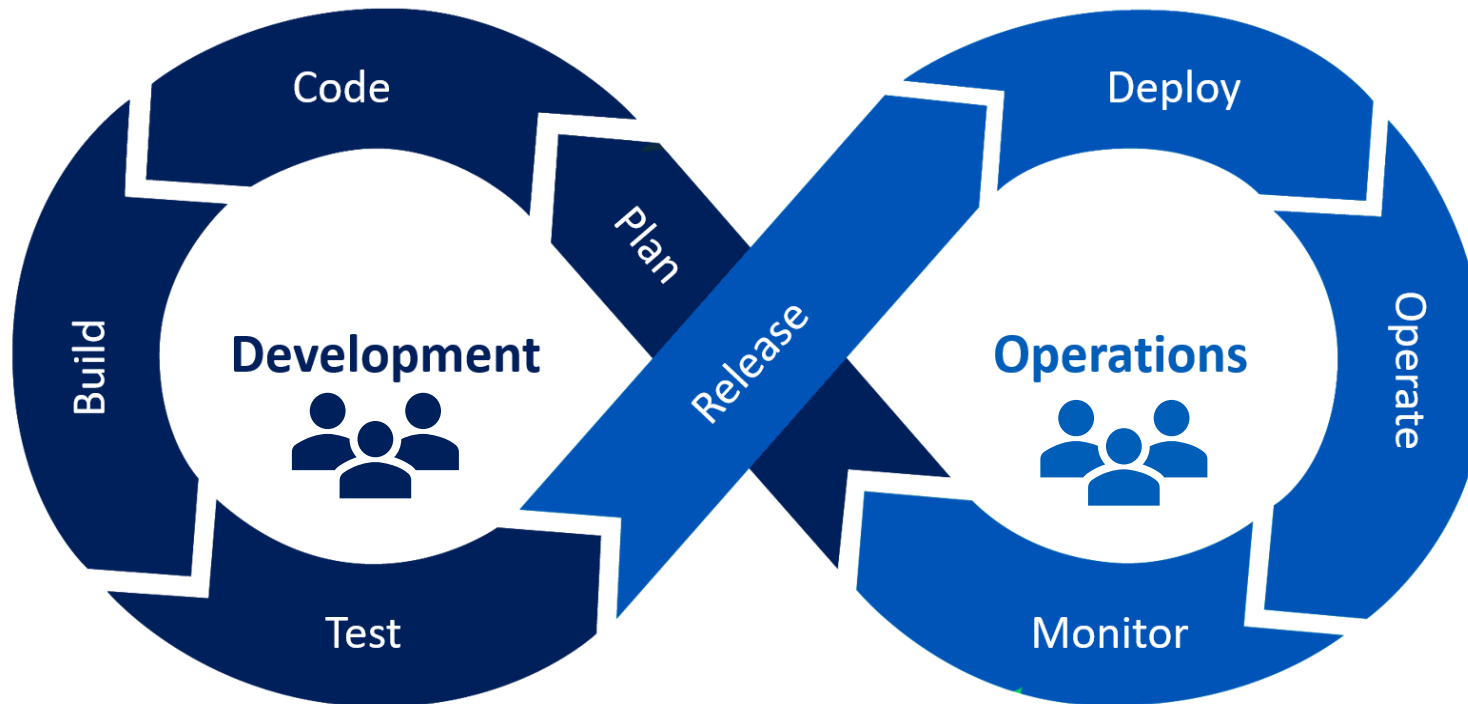
🏆 High-Quality

💰 Easier and cheaper to fix smaller errors

↔ Easier to test smaller changes

🚚 Ship small, ship often

🌐 Cross-functional team



# D2020 Highlights: Workforce Strategy

## ROLES

### Future-Ready Roles



Product Manager  
UX Designer  
Data Science Developer  
DevOps Engineer  
Test Automation Engineer  
Machine Learning Engineer  
Junior Business Analyst

## RECRUITMENT

### Balanced Org + Recruitment



Co-op Program Guide  
“Share IT” Job Shadowing Program  
Recruitment for Junior Roles

## STAFF DEVELOPMENT

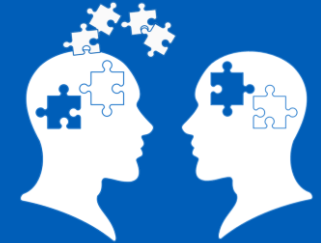
### Enhanced Learning



Gamified Learning and Development Program



### Knowledge Transfer



Create a knowledge transfer playbook



# D2020 Highlights: Cloud First

**3**

MTO Digital  
Transformation  
Strategies -  
\$90M IT  
investments



**11**

Digital  
Legislative  
Changes +  
8 Top 10  
Transactions



**6**

DG Projects:  
AI, ML, Predictive  
Analytics



**19**

Product Teams  
using Balanced  
Team Playbook



**100+**

Business Users  
Trained on Agile



**25**

Cloud  
Native  
Apps and  
Counting



**100+**

Apps  
Assessed  
10 Migrated  
and 40 In  
Progress



**12**

Cloud  
Developers  
7 Data  
Science  
Engineers  
5 DevOps



**27**

In-House  
Cloud and  
Agile  
Training  
Sessions  
(777 staff)



**16**

Cloud-First  
Strategy  
Briefs to  
Guide Cloud  
Decisions



**30+**

Cloud /  
Digital  
Playbooks



**20+**

Standard  
Cloud  
Tools

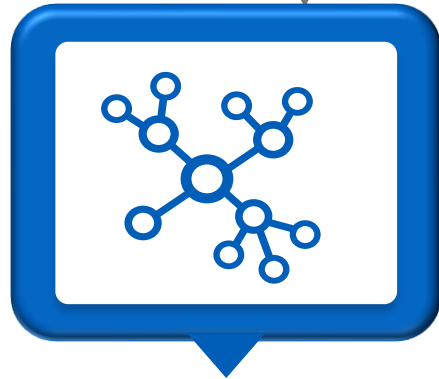


# Our Priorities

## 4 Significant Digital-First Programs



**Cloud  
Migration**



**Digital  
MTO**



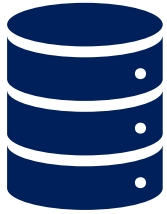
**Road User Safety  
Transformation  
(RUSTx)**



**Ministry of  
Labour  
(MOL) 360**



# Priorities: Cloud Migration



**770 Servers**  
**129 Applications**



Ministry of Transportation: Road User Safety

Ministry of Transportation  
& Ministry of Labour

## Registration & Licencing System of Ontario

125 Servers  
6 Applications  
All Mission Critical, High  
Sensitivity  
**October 2019**

## Mid-Tier Hosted Apps

180 Servers  
29 Applications  
Mostly Mission Critical,  
High Sensitivity  
**By: March 2021**

## .NET Hosted Apps

466 Servers  
94 Applications  
Business Critical &  
14 High Sensitivity  
**By: December 2020**

# Priorities: Digital First MTO

Dec  
2018

Digital First Strategy **endorsed by Cabinet to update rules of government** via an omnibus digital bill

Apr  
2019

Phase 1 - MTO **received 3 approvals** for HTA which came into effect on July 1, 2019

1. Drivers Licence Renewal Validation Receipt
2. Beginner Driver Education Training Program
3. Online Valtag Renewal

Phase 2 discovery currently underway with eight (8) projects

## Digital Top 10 Transactions: MTO Product Teams

1. Licence Plate Sticker
2. Driver's Licence Renewal
3. Driver and Vehicle Address Change
4. Driver's Abstracts
5. Used Vehicle Information
6. Transfer Vehicle Ownership
7. Vehicle Permit Replacement
8. Vehicle Registration

# Priorities: RUSTx

1. Driver Medical Review
2. Data Information Management and Analytics
3. Revenue Management
4. Digital Document Management



Generates and manages over  
**\$1.9 billion in non-tax  
revenue** annually

Serves **10.2 million drivers**

Oversees registration of **12.9  
million vehicles**

**300 ServiceOntario centres**

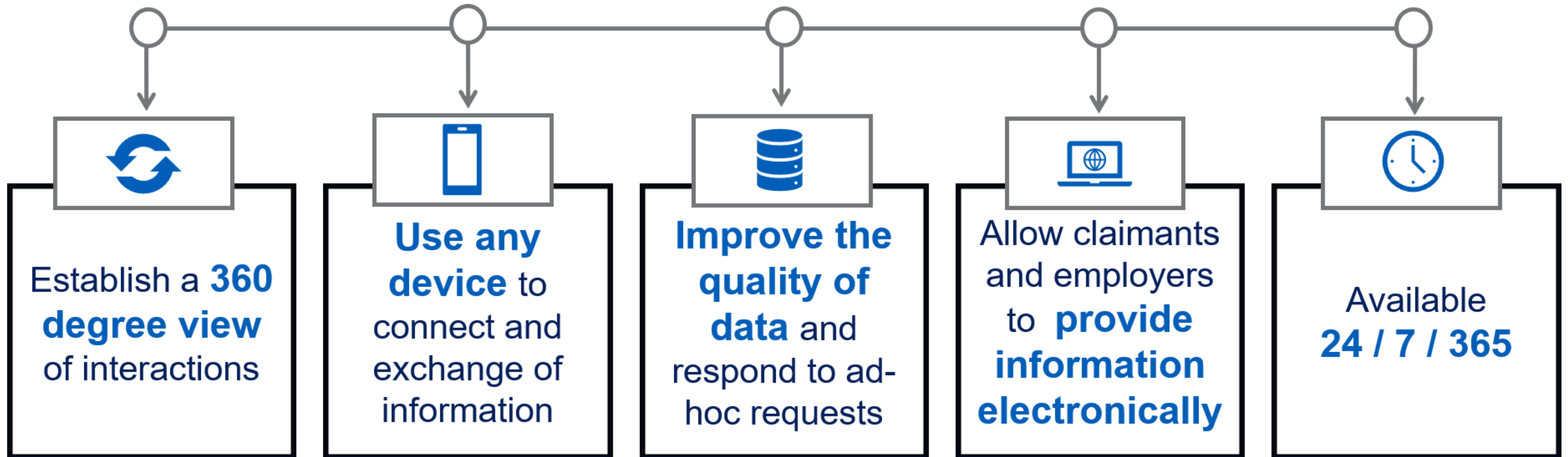
**56 driver examination  
centres** and **39 travel points**

Safe transportation of goods by  
**58,000 bus and truck  
companies**

Over **50 public and private  
stakeholders** use driver and  
vehicle information

# Priorities: MOL360

Modernize and transform deliver of its regulatory services to the citizens of Ontario with digital services like employer self audit and self check, employer look up, inspections, investigations and claims processing.





**27**

**Applications  
Hosted in Cloud**



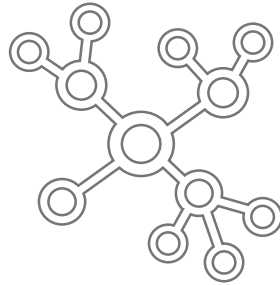
**144**

**Applications on  
Transition to Cloud**



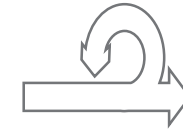
**33**

**Growth in  
Digital Garage**



**20+**

**Digital First  
Initiatives**



**18+**

**Agile Software  
Development Projects**



**1562**

**2019-20 Staff Internal  
Training Hours**



**7**

**New Roles  
Established**

We are linked with our  
ministries and through  
this partnership we  
strengthen their ability to  
transform delivery to the  
citizens and businesses  
of Ontario

