



Canada School
of Public Service

École de la fonction
publique du Canada



CSPS•EFPC Digital Academy Académie du numérique

Learn | Network | Succeed
Apprendre | Réseauter | Réussir

Canada 



What is the Digital Academy?

- A teaching organization held at the Canada School of Public Service (CSPS) in partnership with the Office of the Chief Information Officer (OCIO) and the Canadian Digital Service (CDS)
- A responsive multi-channel path to building digital acumen across the public service
- A catalyst to the creation of proof of concepts, demonstration projects and early government adoption of digital best practices

Digital Academy: Objectives

- Work with partners and experts to develop in our people the foundational, specialist and leadership digital skills needed to meet expectations of Canadians
- Build diverse and inclusive communities and networks to support continuous and social learning
- Re-focus learning on creating value through the practical application of tomorrow's technology and tools



Inspired by Government of Canada Digital Standards

- 1 Design with users
- 2 Iterate and improve frequently
- 3 Work in the open by default
- 4 Use open standards and solutions
- 5 Address security and privacy risks
- 6 Build in accessibility from the start
- 7 Empower staff to deliver better services
- 8 Be good data stewards
- 9 Design ethical services
- 10 Collaborate widely

Learning Products



1. Digital Foundations



A variety of learning opportunities to raise digital awareness and literacy for public servants



Combination of original content, third party solutions and community interactions



Learners will have access to material of a variety of difficulty levels

2. Premium: Specialized Learning



Data: skills and tools required to conduct analytics, develop and test hypotheses, visualize and share reproducible results



Design: skills related to techniques and tools used in user experience research and service design in a digital age



Artificial intelligence and machine learning: practical experience in developing and using algorithms to learn from and make predictions or decisions based on data



Development: application & Web development and coding; includes bootcamp in developing web and mobile applications and introduction to DevOps



Disruption: hands-on experimentation on technologies in an innovative laboratory environment

3. Leadership



1

Digital Solutions

- Lead agile teams in designing, delivering and operating services
- Leverage data as a business asset
- Use innovative and modern skill-sets and tools to deliver value
- Collaborate and partner effectively with others
- Change leadership within organizations

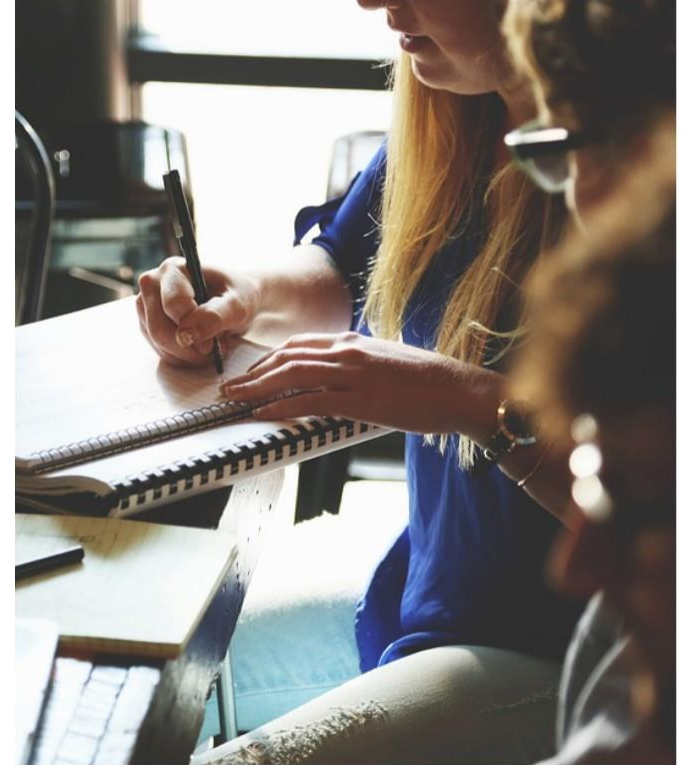
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Digital for Senior Leaders

- Understand the drivers of success of a digital government
- Be attuned to digital's potential disruptive impact on culture and processes
- Rethink how they organize, measure, recruit, share ideas and partner

4. Practicum

- Practitioners are matched with leaders to learn through the completion of a project or challenge
- Real projects or challenges are brought from the host organization of participants in the Leadership stream
- Coaches and mentors support the project team in achieving results
- Learners are evaluated in their abilities and their competencies throughout the practicum



5. Certification & After Care



- **Learners in leadership and specialist streams will be certified on demonstration of skills and competencies, and will gain:**
- Access to the Digital Academy's innovative and collaborative workspace
- Access to modern tools and equipment to conduct experiments and proofs of concepts
- Access to a cloud data learning sandbox
- Invitation to community events and networking platform

Timeline: Piloting a New Approach to Digital Literacy

Summer 2018

Establish Authorities

- Roles and responsibilities
- Project plan
- Staffing and budget

Spring / Summer 2019

Official Launch

- Evaluate pilot and adjust
- Foundations and Premium courses open
- First cohort launches

Fall 2018 / Winter 2019

Content Development

- Develop curriculum with partners
- Pilot sessions and components
- Launch condensed pilot cohort

Winter 2019

Evaluate and Iterate

- First cohort completes certification
- Feedback, evaluation, scale-up
- Scanning and adaptation

Foundations: Curriculum Overview

Digital Government

Showcase domestic and international government best practices, policies, and tools and innovations to educate and inspire across government and beyond.

Design Foundations

Enable public servants to use digital information and communication platforms to find, evaluate, create, and communicate clear information.

Digital Literacy

Encourage public servants to work in a more iterative and creative approach while basing the design of government products and services on end-user's needs, wants, and limitations.

Technology and Tools

Foster the use and exploration of technologies to inspire more efficient and innovative ways of working in the public service.

Premium: Sample Data Curriculum

- 1 Data science universals
- 2 Basics of programming
- 3 Statistical and math foundations
- 4 Data and information architecture
- 5 Data collection and processing
- 6 Data exploration and visualization
- 7 Basic data analytics techniques
- 8 Measures and metrics
- 9 Advanced data visualization and reporting
- 10 Unstructured data and sentiment analysis
- 11 Predictive analytics

Premium: Sample AI/ML Curriculum

- 1 Data science universals
- 2 Basics of programming
- 3 Statistical and math foundations
- 4 Data and information architecture
- 5 Data collection and processing
- 6 Data exploration and visualization
- 7 Data mining
- 8 Classification and value estimation
- 9 Clustering
- 10 Unstructured data and sentiment analysis
- 11 Introduction to deep learning

Premium: Sample Design Curriculum

- 1 Design thinking
- 2 Design research
- 3 Content design
- 4 Information architecture
- 5 Service design
- 6 User interface
- 7 Interaction design
- 8 Data visualization
- 9 Usability testing
- 10 Prototyping

Leadership: Curriculum Overview

Digital Solutions (EX-01 - 03)

- Hiring and leading multi-disciplinary teams and specialized skills
- Communicating 360 for results
- Leading agile projects
- Leading user-centered solutions
- Coaching others

Digital for Senior Leaders (EX-03 - 05)

- Fostering collaboration and boundary spanning
- Fostering risk-taking and experimentation
- Providing governance
- Nudging transformation



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