

Joint Councils Priority Digital Strategy

Ottawa In-Person Meeting
February 27, 2019

Objectives

Seek direction from the councils on:

- Is the Digital Strategy priority still relevant?
- What are the tasks (tactical and/or strategic) the councils want to see completed by a Digital Strategy Working Group?

Background

Original Objective: Develop a plan to guide digital transformation efforts and promote jurisdictional alignment.

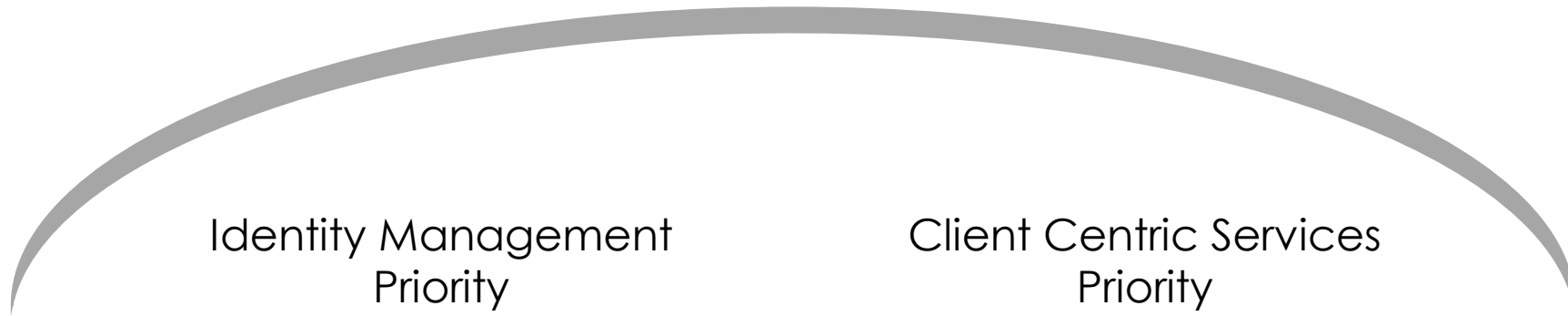
Ask to the Priority Leads: Define the scope of the priority.

Progress to date: Working Groups was established and jurisdictional scan completed.

***Though at different places, individual FPTM jurisdictions are all working on digital strategies. There has been a significant increase in activity (planning, funding, governance) in last 18 months.*

Advancing the Digital Strategy Priority

Digital Strategy



Joint Councils Operating Framework

Joint Councils efforts comprise a mix of information sharing, collaboration and co-development/co-delivery efforts, reflecting priority and capacity.

Informing: Jurisdictional scans & research activities

Sharing: Jurisdictions share their work products, experiences with other council members. (e.g. Digital Principles, etc.)

Collaborating: Identification of shared work products (e.g. Channel Shifting Playbook)

Co-create & Co-deliver: Joint Delivery of services (e.g. Identity Management, Death Notification)

Considerations for a Digital Strategy

Elements of Advancing Digital Transformation

- **Political environment**
- **Institutional capacity**
- **Delivery capability**
- **Skills and hiring**
- **User-centered design**
- **Cross-government platforms**

See [2018 State of Digital Transformation Report](#)

Discussion Topics

- Is the digital strategy priority about action or is more of a conceptual framework for thinking about strategy across Canada?

Discussion Topics

Given the elements of advancing digital transformation, are there activities the working group could advance to support council members?

	Informing	Sharing	Collaborating	Co-create & Co-deliver
Political Environment				
Institutional Capacity				
Delivery Capability				
Skills & Hiring		Job Descriptions	Partnerships with Higher education and private sector to build skills	
User-Centered Design			Accessible & Inclusive Service Design (Playbook)	Death Notification
Cross-Government Platforms		TBS Standards	Data sharing standards and agreements	Digital Identity

If Digital Strategy is about “Pan Canadian Journey” ?



Next Steps

- Develop scope of work for working group
- Agreement at next JC Teleconference
- Call out for Working Group co-chairs and members

Appendix

VISION Enabling World Class Public Services
Through Co-creation and Collaboration

CALL TO ACTION Focus & Acceleration to
Enable Digital Government for Canadians

OBJECTIVE Focused Collaboration to Exceed
Client Expectations

JOINT COUNCILS PRINCIPLES

Client-Centric

Ensuring the customer is at the center of everything government does through co-creation.

Trusted and Secure

Ensuring services are designed to be privacy respecting and citizens are able to trust their information is secure.

Digital by Design

Building for digital first, so that all channels can leverage the digital solution.

Collaboration

Fostering an environment across levels of government and jurisdictions to enable multidisciplinary teams to deliver client centered services and benefit from the collective experience and knowledge.

Measurable & Managed

Defining outcomes early and using research and measurement to create the right solutions and enable process improvement.

JOINT COUNCILS LONG TERM GOALS

Enabling Government Without Borders



Providing simple, seamless and convenient access to government information and services to Canadians regardless of where someone lives or does business.

Enabling Digital Society



Providing Canadians with the public sector services, supports and data that they need to live and do business in today's society.

Enabling a Modern & Innovative Government



Leveraging data and research to inform policy development, service design and service delivery while being open, transparent and efficient.

JOINT COUNCILS SHORT TERM GOALS

Governance & Service
Delivery Model

Modernized Policies,
Regulations & Legislation

Transformed Client
Centered Services

Digital Culture /
Capacity

Improved Results
(Measurement & Reporting)

Foundational
Digital Enablers

Empowerment Through
Open Government

Short-Term Plans/Activities from JC Logic Model

Joint Council- Level of Activity	Governance & Service Delivery Model	Policies, Regulations and Legislation	Transformed Client Centre Services	Digital Culture /Capacity	Improved Results	Foundational Digital Enablers	Empowerment Through Open Government
Inform	GoC Digital Strategy	GoC Digital Policy Suite GoS Digital Standards and Framework	NS, NL, SK deployment of digital platforms (I.e. Digital identity, notification, forms, payment)	Plans, tool-kits, play-books, training courseware, etc. being deployed in each jurisdiction to support culture and capacity	CF 8 findings	GoC Enablers <ul style="list-style-type: none">Modern technology and modern information practicesA digitally enabled public serviceGood digital governance	CGE Article - Open Government after 10 years
Share				Digital Academy			
Collaborate	Pan Canadian Digital Principles proposal		Service Delivery Collaboration Network – Playbook & Projects	FPTDM – Data Driven Insights (DDI) Playbook and Projects			Canada's Open Government Working group
Co-produce - Co Deliver	Whitehorse Declaration Pan Canadian IDM Policy Development Canada Standards Council		Death Notification Service to Business PCTF Use cases (I.e. MADI &GoC)			Pan Canadian Digital Identity Management Identity Management Sub-Committee (IMSC)	