

Joint Councils Priority: Digital Strategy

Joint Councils PSCIOC-PSSDC Meeting

October 4, 2017

Charlottetown, Prince Edward Island

Session Objectives

Our Approach Today

- Begin process of developing a Digital Strategy of Joint Councils
- Propose elements of a Digital Strategy for consideration
- Joint Councils Logic Model supports Digital Strategy – but needs work
- Seek your input and feedback re:
 - Pan Canadian Digital Strategy and Role of JC?
 - How to get crunchy?

Digital Strategy – Capabilities and Enablers

By digitizing processes and making organizational changes, governments can enhance services, save money, and improve citizens' quality of life.

- McKinsey Digital by Default

A digital government has core responsibilities support by organizational enablers.

Capabilities: citizen- and business-facing innovations

Services



- Digitization of touch-points
- Consolidated online-access platforms
- Citizen and business portals
- Messaging platforms
- Payment platforms

Processes



- Automation of transactional processes (eg, grant applications)
- Digital enablement (eg, e-health)

Decisions



- Deployment of sensors (eg, mass transit)
- Advanced predictive analytics
- Large-scale, cloud-based data storage

Data sharing



- Unified, open public registers
- Peer-to-peer sharing of data
- Cocreation of solutions with private sector and citizens

Enablers: innovations across government systems

Strategy



- Close connection to broader government priorities
- Bold aspirations translated into concrete targets
- Focus on citizen and business experience
- Attention to needs of marginal populations (eg, elderly)

Governance and organization



- Organizational design mapped directly to goals
- Governance and accountability for pace, scale, and collaboration
- Funding mechanisms for collaboration, innovation, and efficiency
- Regulations that allow open, joined-up citizen experiences

Leadership, talent, and culture



- Leadership commitment and awareness of trends and opportunities
- Technical and implementation talent
- Programs to attract and retain digital workers

Technology



- Two-speed model for rapidly deploying new services
- Agile development at scale
- Analytics platforms to support efforts in big data and open data
- Robust cybersecurity measures and controls

Current Joint Councils Logic Model

JOINT COUNCILS - LOGIC MODEL

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

Activities to be developed as part of next steps

Strategy Gap Analysis

Themes	JC – Logic Model	McKinsey	Comments
Strategy	X	X	• Logic Model not an explicit strategy
Leadership	X	X	• JC have not yet assumed mantel of leadership
Governance	X	X	• Governance to be developed
Policy-Leg	X	X	• Recognized by not yet prioritized
Ecosystem			• Implicit but not well understood or mapped
Client Focus	X	X	• Well defined
Culture	X	X	• Recognized but not yet defined
Capability -Talent		X	• Not explicitly recognized ad needed
Capability of IT org		X	• Not explicitly recognized ad needed
Enablers - IDM	X		• IDM clearly a priority enabler
Enablers Security	X	X	• Security clearly a priority enabler
Enablers - Data Sharing	X	X	• Data Sharing clearly a priority enabler
Open data		X	• Not explicitly recognized ad needed
Enabler - Procurement			• Not explicitly recognized ad needed

What We Think This Means

- Digital Strategy is big and disruptive
- Jurisdictions are at different places
- No Pan-Canadian strategy
- JC logic model is a prototype, but not complete
- Need story re: how do all components of digital strategy fit together?
- Don't have a clear business case - Need one to bring all jurisdiction's on board

Questions for Joint Council Members

1. What is role of the Joint Councils in respect of a national digital strategy?

Consider:

- What pieces/components do the Joint Councils own or are they responsible for?
- Are we currently organized and/or capable for delivering on these?

2. What “crunchy” things need to be done next?

Instructions

- Break into groups of four (4)
- Discuss
- Record
- Submit
- Team will collate response and report-out after break

Next Steps

- Report out on themes
- Action findings based on your feedback