

A decorative graphic in the top right corner consisting of several hexagons in light blue, orange, and dark teal. Some hexagons contain icons: a smartphone with a green speech bubble, a code symbol (</>), and a document with a bar chart.

# Ontario's Change Mission in a Digital Age

Hillary Hartley | Chief Digital Officer  
[@hillary](#)

## THE MISSION

**Build simpler, faster, better  
government services for  
people and business**

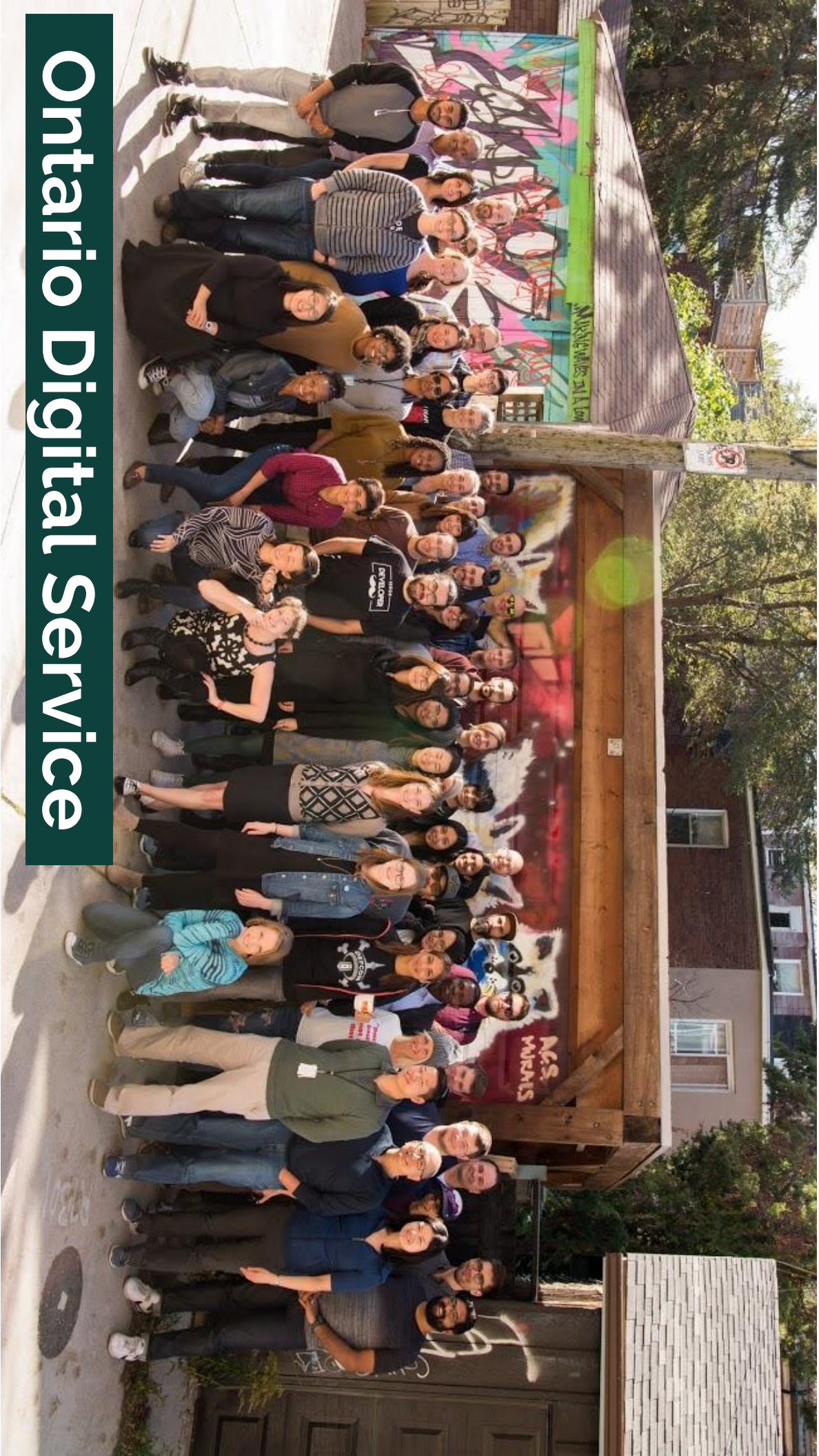


# Digital Transformation



**transform**  
government services  
government practices  
government culture  
people's lives





# Ontario Digital Service

# The mandate

- 
- A hand is holding a smartphone. The screen of the phone displays a list of 10 numbered mandates. The background of the slide is dark teal with a light teal shape on the right side containing white dots.
- 1 Redesign online services for people and business
  - 2 Deliver a consistent high quality user experience
  - 3 Attract and nurture the best digital talent
  - 4 Enhance Ontario.ca - a world class online platform
  - 5 Build stronger partnerships with digital suppliers
  - 6 Set new performance benchmarks for top transactions
  - 7 Embed service design into policy and program development
  - 8 Implement a common approach
  - 9 Foster a digital economy
  - 10 Create inclusive digital services

# DIGITAL SERVICE STANDARD

14 points to help government build and deliver excellent online services  
[ontario.ca/digitalstandard](http://ontario.ca/digitalstandard)

**Test with the minister**  
Test or demo the service from beginning to end with the responsible minister before the service goes live

**Understand users and their needs**  
Research to develop a deep understanding of who the users are, how they behave and what that means for the design of the service



**Establish the right team**  
Put in place a sustainable multidisciplinary team, led by a skilled product manager who is empowered to make decisions

**Be consistent**  
When accessing different services, user's experiences should feel cohesive, positive and consistent



**Ensure users succeed the first time**  
Create simple and intuitive services that users can complete on their very first attempt

**Encourage people to use digital services**  
Encourage people to choose the digital service through every interaction they have with government

**Make it accessible**  
Ensure the service is accessible to all users regardless of their individual abilities, device or environment

**Measure performance**  
Continuously capture and monitor performance data to inform ongoing service improvements

**Test the end-to-end service**  
Test the service from end-to-end to ensure that it remains available to users and free of errors



**Be agile and user-centred**  
Design and build the service using an agile, iterative, and user-centred approach



**Design the service from start to finish**  
Understand what users are trying to achieve and the steps required to complete that task

**Support those who need it**  
Put tools in place across all channels to support people who cannot use digital services on their own



**Embed privacy and security by design**  
Identify the data and information the service will use, store or create. Put appropriate legal, privacy and security measures in place

**Use open standards and common platforms**  
Use open standards, open source software and common government platforms where available



# Our approach

## Alpha

Developing and testing  
prototypes with small  
user groups

## Live

Continuing to improve  
based on user  
feedback

## User Needs

## Discovery

Conducting user  
research and  
understanding user  
needs

## Beta

Developing at larger  
scale, making test  
version available to  
the public



**Make the good path  
the easy path**

The background of the entire image is a dense, overlapping pattern of umbrellas. Most of the umbrellas are in shades of teal and dark green, creating a textured, almost mosaic-like effect. In the lower-left quadrant, there is a single, bright yellow umbrella that stands out prominently from the rest of the crowd. The perspective is from directly above, looking down at the tops of the umbrellas.

We can't do it

alone

# How we'll do it

1

Provide  
support

2

Remove  
barriers

3

Show,  
don't tell

# Empower: toolkits, playbooks, training

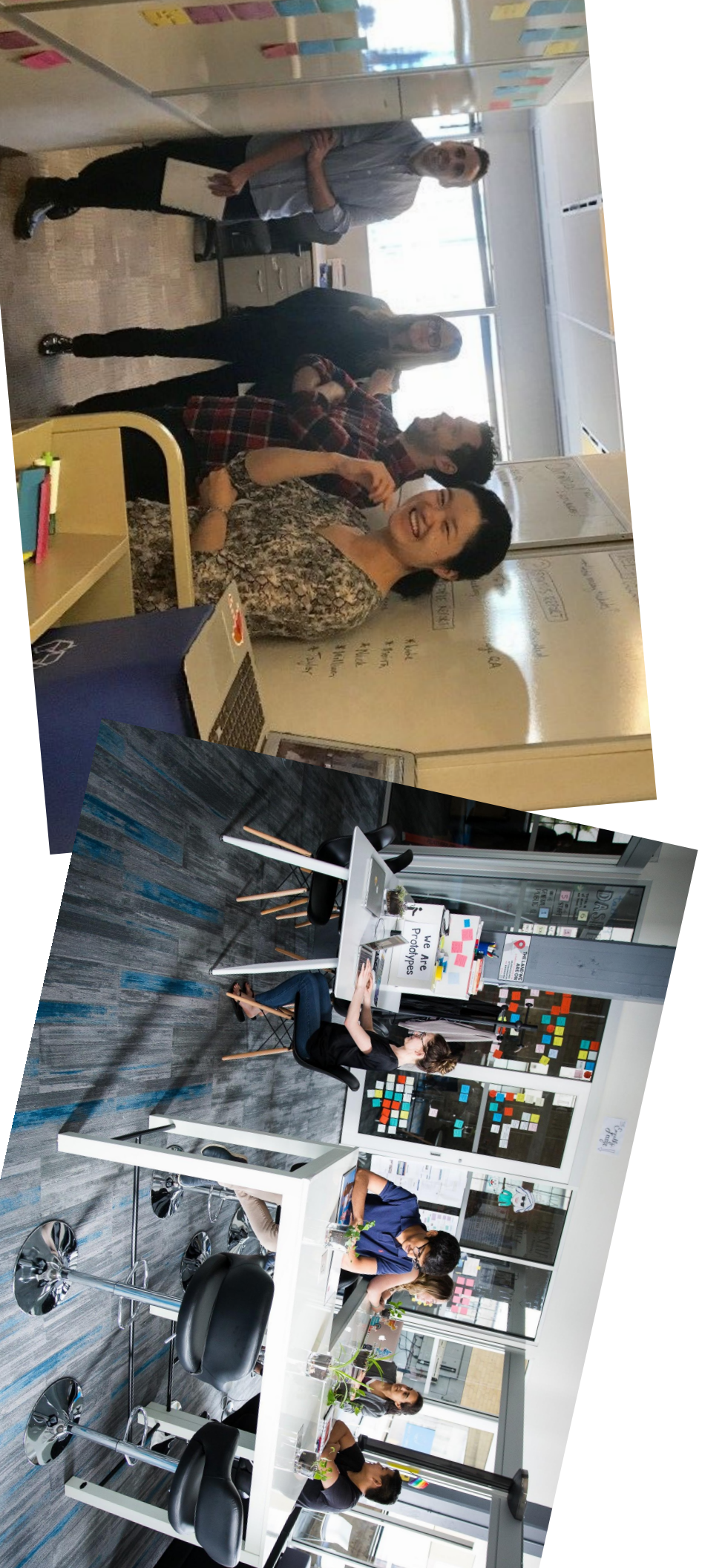
## Inclusive

## design

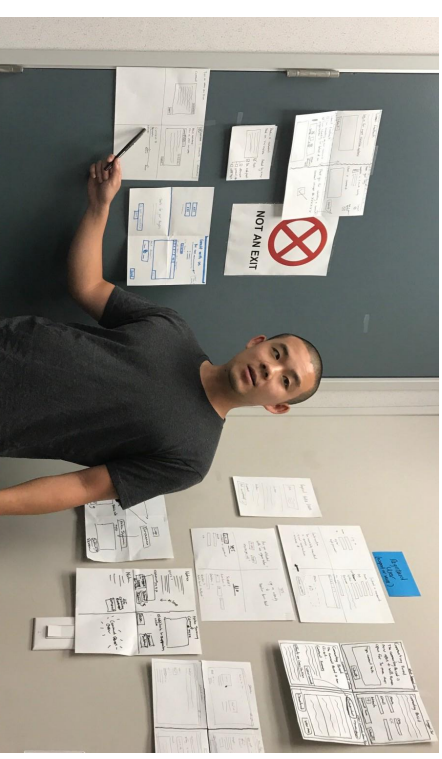
## toolkit



# Enable: assessment, coaching, peer review



# Engage: co-design, co-deliver



# How we'll do it

1

Provide  
support

2

Remove  
barriers

3

Show,  
don't tell

## Welcome!

The Micro-purchase Marketplace is the place to bid on open-source issues from the 18F team. Learn more about this experiment >

Be sure to register your company before placing a bid. If you have any questions, please email us at [micropurchase@gsa.gov](mailto:micropurchase@gsa.gov).

### Auctions

Standard "intent" URLs for Tock

Working bid: \$300.00

As a user, want to be able to see of a participant's profile page all the tasks they are assigned or have

# Digital VOR

Project  
<https://github.com/18f/...> Sealed bid  
Eligibility  
SAM.gov only

Type  
Skills required  
CSS, Django, HTML, Python

Project  
<https://github.com/openo...> Sealed bid  
Eligibility  
SAM.gov only

Type  
Skills required  
Backend

## Agile BPA

### BACKGROUND

#### Streamlining software procurement

The federal government spends over \$80 billion dollars per year on information technology.

Many technology contracts rely on development and contract management methods that often produce products that are over budget, late, or don't meet the needs of their customers. Even if an agency wanted to find a vendor that uses modern software development methods, historically it's been difficult to know the difference between who claims to and who actually does.

### APPROACH

**Creating a pool of pre-vetted vendors who use agile development methods**

18F and the GSA's Federal Acquisition Service created a contracting vehicle called the Agile Delivery Services Blanket Purchase Agreement (Agile BPA).

The Agile BPA helps federal agencies find vendors who are capable and interested in working in an agile way, and then helps make those projects successful. We selected 17 vendors that specialize in user-centered design, agile software development, and DevOps to be part of the Agile BPA pool.

### See our work [Agile BPA website](#)

#### Agency partners

- Department of Agriculture
- Department of Housing and Urban Development
- Department of Labor
- Department of State
- Environmental Protection Agency
- Federal Election Commission
- General Services Administration
- Office of Personnel Management

# People & practices





Title of Submission

Ministry of XXXX  
XXXX Committee  
XXXX Committee Meeting)

# Decision-making

Ministers

Cabinet Submission Decision Document  
[Insert Title of Submission]



## Title of Submission

[Should be short (3-5 words) and should describe the submission's subject]

By / Ministries:  
Committee Date:

Deputy Minister

Date:

Minister

Date:

CONFIDENTIAL CABINET DOCUMENT

# How we'll do it

1

Provide  
support

2

Remove  
barriers

3

Show,  
don't tell

THEORY OF CHANGE

**We build trust and confidence**

**We deliver together**



# OSAP: Ontario Student Assistance Program

Get help paying for college or university when you qualify for OSAP.

[Log in](#)[Register](#)

## How much you could get

See what you could get in grants and loans.

I left high school in

Still in high school ▾

☐ I am a married/common-law

I will go to \*

☐ university

☐ college

# 15% increase

# 50,000 more applications

[Calculate](#)

## Learn about OSAP

How to qualify.

## How to apply for OSAP

How and when to apply.

## After you apply

Get the money and more.

## Repay your loan

When, how and what help's available.

# Formulary Search

Search the **Ontario Drug Benefit Formulary/Comparative Drug Index**, effective from **November 30, 2017** using any or all of the criteria below.

Coverage Status

All Benefits

Therapeutic Classification

All Therapeutic Classifications

Manufacturer

All Manufacturers

Keyword

Keyword Type

☒ Generic Name

☐ Brand Name

☐ DIN/PIN/NPN

☐ Search for Products that begin with Keyword entered

☐ Generic/Brand name Summary List

Search

Reset

# OHIP+ & Ontario Drug Benefit

[Go to EAP Reimbursement Criteria](#)

Le contenu de ce site n'est disponible qu'en anglais à l'heure actuelle. Pour de l'aide immédiate, communiquez avec la ligne INFO de ServiceOntario et demandez que l'on vous réponde en français.

[Ontario.ca](#) → [Health care in Ontario](#) → [Check medication coverage](#)

## Check medication coverage

Find out if your medication is covered through the [Ontario Drug Benefit program](#), including [OHIP+](#).

Type a medication name, ingredient or [DIN](#)

Search



### Eligibility

The [Ontario Drug Benefit \(ODB\)](#) program covers most of the cost of the more than 4,400 medications you can search for on this page. You may be covered by Ontario Drug Benefit if you have [OHIP](#) coverage and are:

- eligible for [OHIP+](#) (you are a child or youth, age 24 or younger)
- age 65 or older
- living in a long-term care home or a home for special care

Like this search tool?

beta



We'll improve it based on [your feedback](#).

#### Related

"Equivalent," "Brand" and "Generic" drugs explained

Cost and payment information for [ODB](#)

What's covered in addition to prescription drug products

# 30,000+ drug searches in first 15 days

### Other medications

If you are covered by the ODB program and need help paying for a

# Thank you.

[ontario.ca/digitalstandard](https://ontario.ca/digitalstandard)

[ontario.ca/digital](https://ontario.ca/digital)

[medium.com/ontariodigital](https://medium.com/ontariodigital)

