



DIGITAL GOVERNMENT

Transforming online services for business

Shop in Victoria, British Columbia (Source: Tourism Victoria)

Overview

Current context

Driving transformation

Demanding better service

Delivering

Pilots

Business number adoption

Conclusion

Current context

Canadians are good at
starting businesses
> 70,000 new companies/year

Canadian SMEs lag behind in
digital technology adoption
Firms invest about half as much as U.S. firms

ISED Service to business is a microcosm of the federal landscape



2/32 ISED services use the business number (BN) as common identifier

15/32 services can be completed end-to-end online

ISED has 15 unique log-in processes

Limited integrated service delivery and
information sharing among departments

Driving transformation with the inclusive Innovation Agenda



Ease of
Doing
Business

Entrepreneurial
and Creative
Society

Global
Science
Excellence



Compete in
a Digital
World

World-Leading
Clusters and
Partnerships

Grow
Companies
and
Accelerate
Clean Growth

Demanding better service

Canadian businesses want online access to routine government services and are motivated by:



They see a benefit to linking government services

Delivering on service, including digital



Service Strategy

Overarching plan of how ISED will manage and improve all of its services, across every channel, including digital, guided by the digital roadmap.

Pilots

The use of agile, short sprints to improve online service experiences for businesses.

BN Adoption

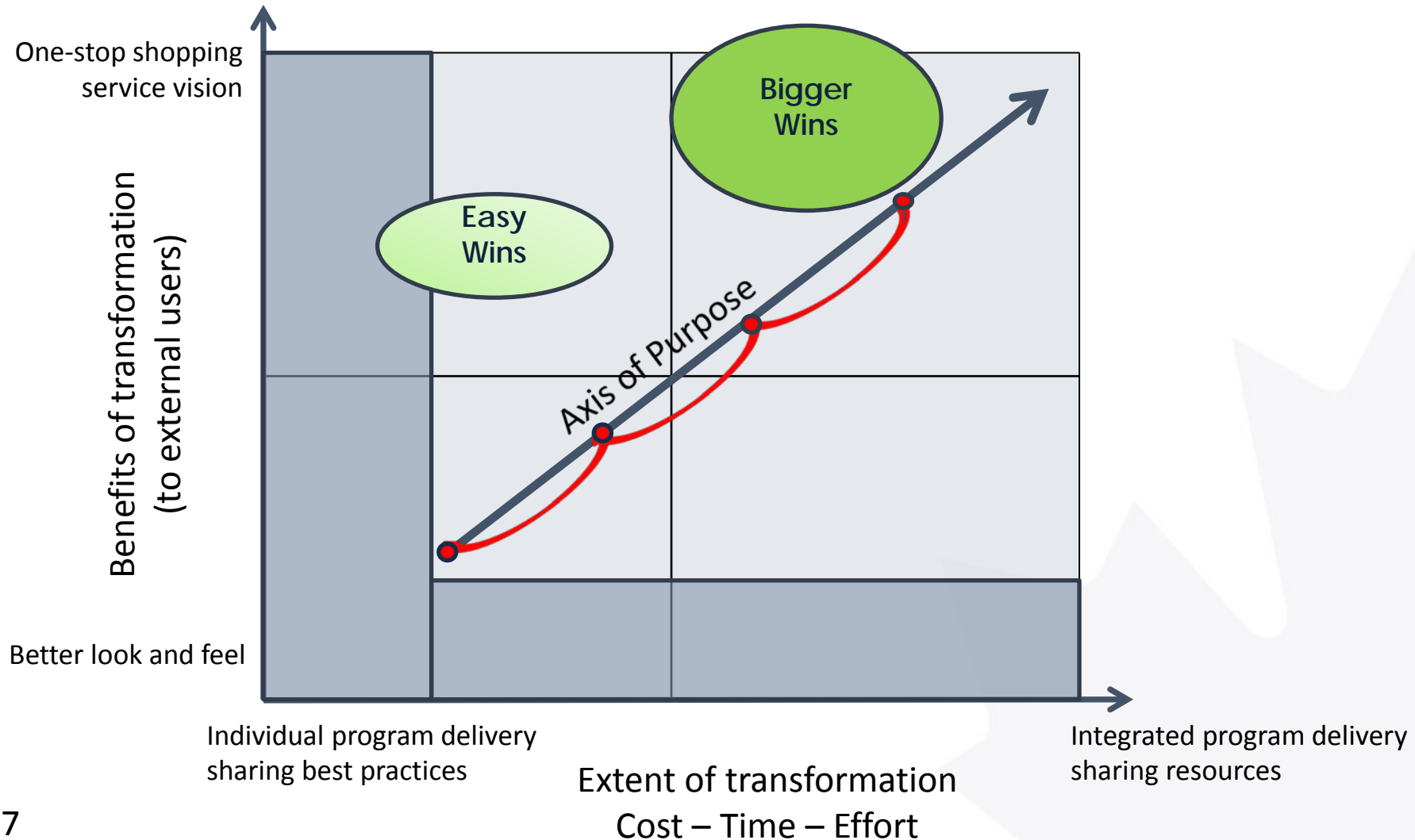
The adoption of the business number as THE common business identifier throughout government.



Digital Roadmap

A detailed map of digital services for business and technology enablers to navigate forward.

Improving Service to Business: Iterative Impactful Transformation



Pilots

2016-17

Proposed Pilots with partners:

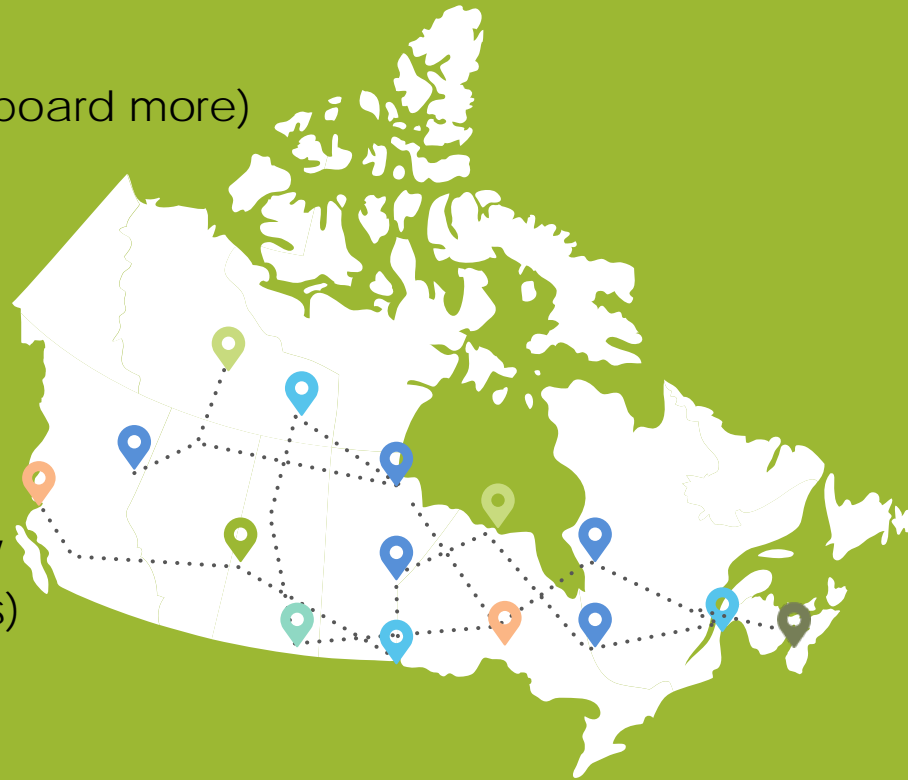
Business registry search
(with GC and three provinces – ready to onboard more)

Direct deposit of radio licence fees
(with ISED's SITT sector)

Online restaurant start project
(with GC, Service Ontario, City of Toronto)

"Gamification" of entrepreneur journey
(the application of game-design techniques)

Storefront for grants and contributions



BN adoption

Project to expand use of the BN as the common identifier across all GC business-facing programs and provide access to BN web validation service

October 2016

BN web validation service available to early adopters

May 2017

Service available to all federal departments and agencies

Business Registration Online to allow businesses to obtain a BN in real-time to apply for government programs

Next steps

Work collaboratively with provincial and territorial partners who already, or who wish to use the BN to support service to business



Business identification ecosystem

Canadian Broadcasting Corporation (CBC) has multiple company identifiers to manage across the ecosystem



Microcosm of the issue across the Government of Canada

Transforming service to business

A photograph showing the lower halves of two people in business attire. One person is using a laptop, and the other is holding a tablet. The image is slightly blurred, focusing on the hands and devices.

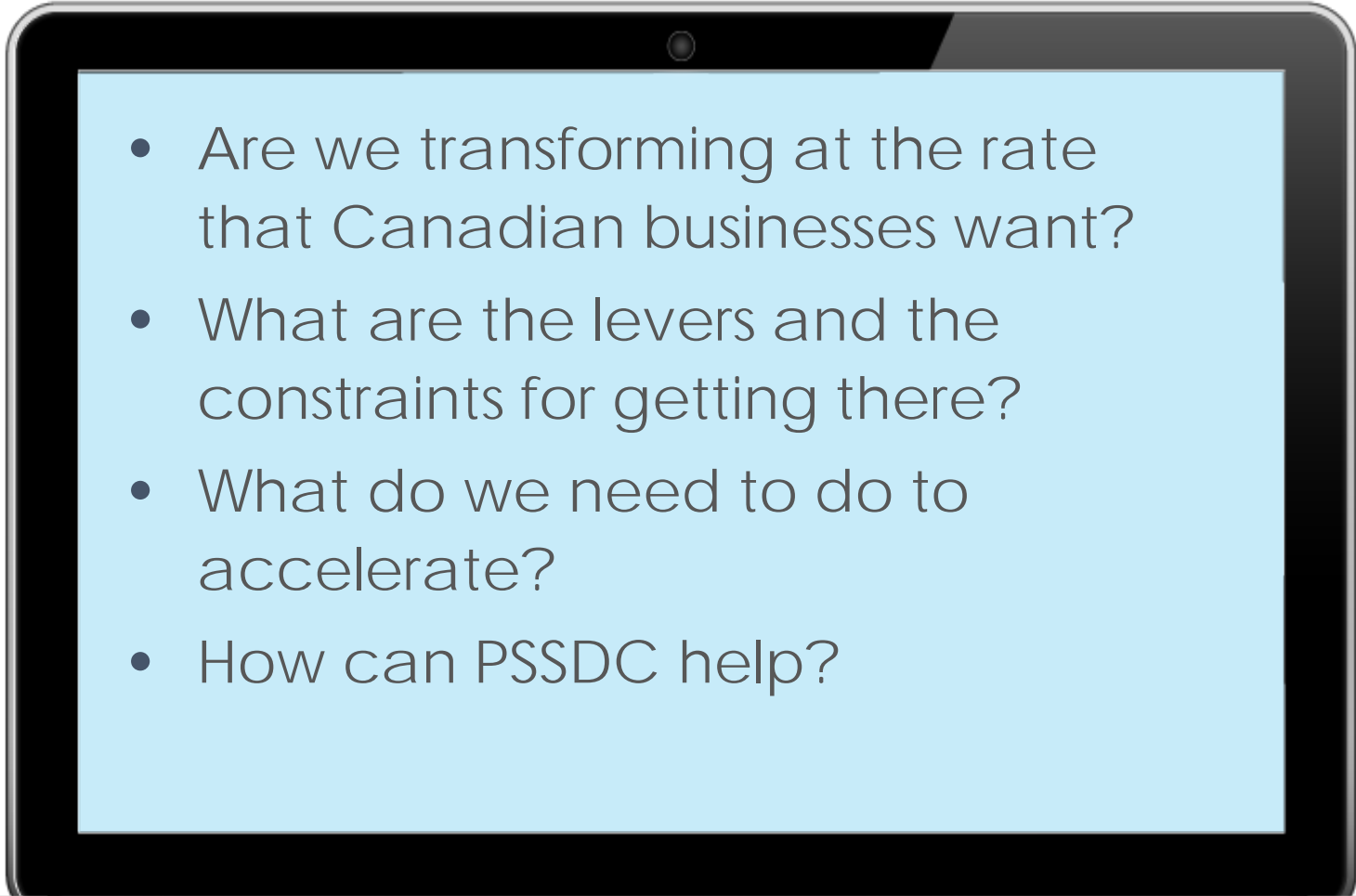
Success factors to transform across F/P-T:

- Shared goals
- Consistent client experience
- Joined up services
- Common business identifier (i.e., BN)
- Secure online credentials
- Secure networks
- Optimization of investments through governmental sharing

"Efforts to improve satisfaction levels should encourage managers to work collaboratively, so that good service is consistent across all levels of government."

Taking Care of Business 4

Call to Action

- 
- A laptop screen with a black bezel and a light blue background. It displays a list of four bullet points in a dark grey font. The laptop is shown from a slightly elevated angle, with its silver base visible at the bottom.
- Are we transforming at the rate that Canadian businesses want?
 - What are the levers and the constraints for getting there?
 - What do we need to do to accelerate?
 - How can PSSDC help?