GOVERNMENT IN THE DIGITAL AGE

The Government of Canada's Digital Ambition

Spring 2023

THE AMBITION

To enable delivery of government in the digital age for all Canadians.

This will be done by providing modernized and accessible tools to support service delivery that expresses the best of Canada in the digital space.

“The Digital Ambition is not just about the technology, it is about how we work and think differently to deliver government in a Digital Age. It is about process, program design, evolution, and culture. At its core, it is about those we serve.”

Catherine Luelo, Government of Canada CIO

GOVERNMENT IN THE DIGITAL AGE

Digital continues to **change** the way people live, work and interact with one another.

They expect government to offer services in a way that meets their growing **expectations.**

The Ambition is about focusing on user needs and creating the conditions for **public trust.**

THE WORLD IS RAPIDLY CHANGING

Today's digital landscape is marked by change of accelerating pace and scope. **Rapid technological, digital and data transformations** have become part of daily life.

- Artificial Intelligence
- Automation
- Cloud Adoption
- Cyber Security
- Digital Literacy
- Disinformation and Misinformation
- Quantum Computing
- Metaverse
- Sustainable Technology / Focus on Greening
- Bridging the Digital and Physical Worlds

THE GOVERNMENT OF CANADA IS LARGE AND DISTRIBUTED

The Government of Canada's **annual IT operating expenditures** reached **$8.9B** in 2021-22.

In 2020-21, 72 Government of Canada organizations accepted over **264M applications via 1,375** services.

This year alone, the Canadian Centre for Cyber Security opened **2,023 cyber security incident cases**, **an average of 5.5 per day** – of those, 1,154 were federal institutions, and 869 were critical infrastructure.

READ MORE »

Canadian Centre for Cybersecurity Annual Report

Government of Canada Infobase

WORKING TO MEET CANADIANS' EXPECTATIONS

Building Trust

Trust is a critical factor to ensuring that the members of the public fully take advantage of government services available to them.

Balancing Privacy and Transparency

Protecting personal information and upholding a person’s right to access their information and correct it are also essential to building and preserving trust in public institutions.

Delivery Efficiency

To continue to foster digital transformation, the GC will embed its Ambition into existing government-wide strategies, governance bodies and other initiatives.

CANADA IS FALLING BEHIND

Canada was seen as a world leader in 2006 for its Government Online initiative, which accelerated the design and delivery of the 130 most used government services, but has recently fallen compared to its peers.

Canada is one of the most connected countries in the world, with over 92 per cent of people having internet at home.

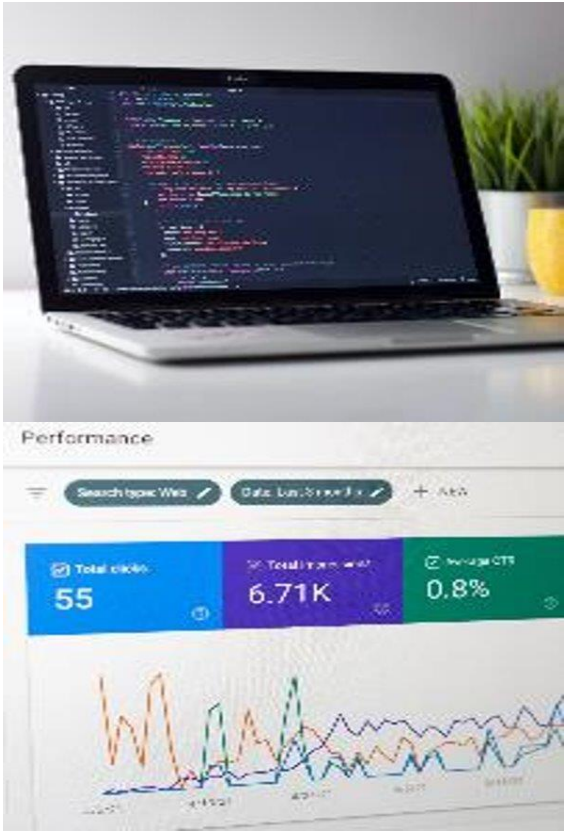
Meanwhile, **Canada has the lowest usage rate for digital government services** among a recent survey of 36 countries.

THERE IS A HUMAN IMPERATIVE TO GETTING IT RIGHT

Ukraine became the first country in the world to issue digital passports, enabling its people to flee the country in a time of war.

The OECD has highlighted **Brazil**'s recent progress in improving universal access to the Internet as a foundation for democracy.

South Korea is using artificial intelligence to perform regular check-ins with elders in an effort to prevent lonely deaths.



SUCCESS STORIES HELP GOVERNMENT LEARN

The **Canada Energy Regulator** worked with elders on how best to return historical records to Indigenous nations.

Canada Revenue Agency used a mix of technologies to shorten the time between eligibility for benefits and payment.

Statistics Canada moved to cloud computing, allowing researchers to access data from the internet, anywhere, anytime.

THE AMBITION IS ANCHORED IN FOUR THEMES

EXCELLENCE IN **TECHNOLOGY AND OPERATIONS**

DATA-ENABLED SERVICES AND PROGRAMS

ACTION-READY **STRATEGY AND POLICY**

EVOLUTION IN **FUNDING, TALENT AND CULTURE**

1 EXCELLENCE IN TECHNOLOGY AND OPERATIONS

1.1 Strengthen the overall health of the **application** portfolio

1.2 Strengthen Government of Canada **transformation**

1.3 Improve the **service** experience of all clients

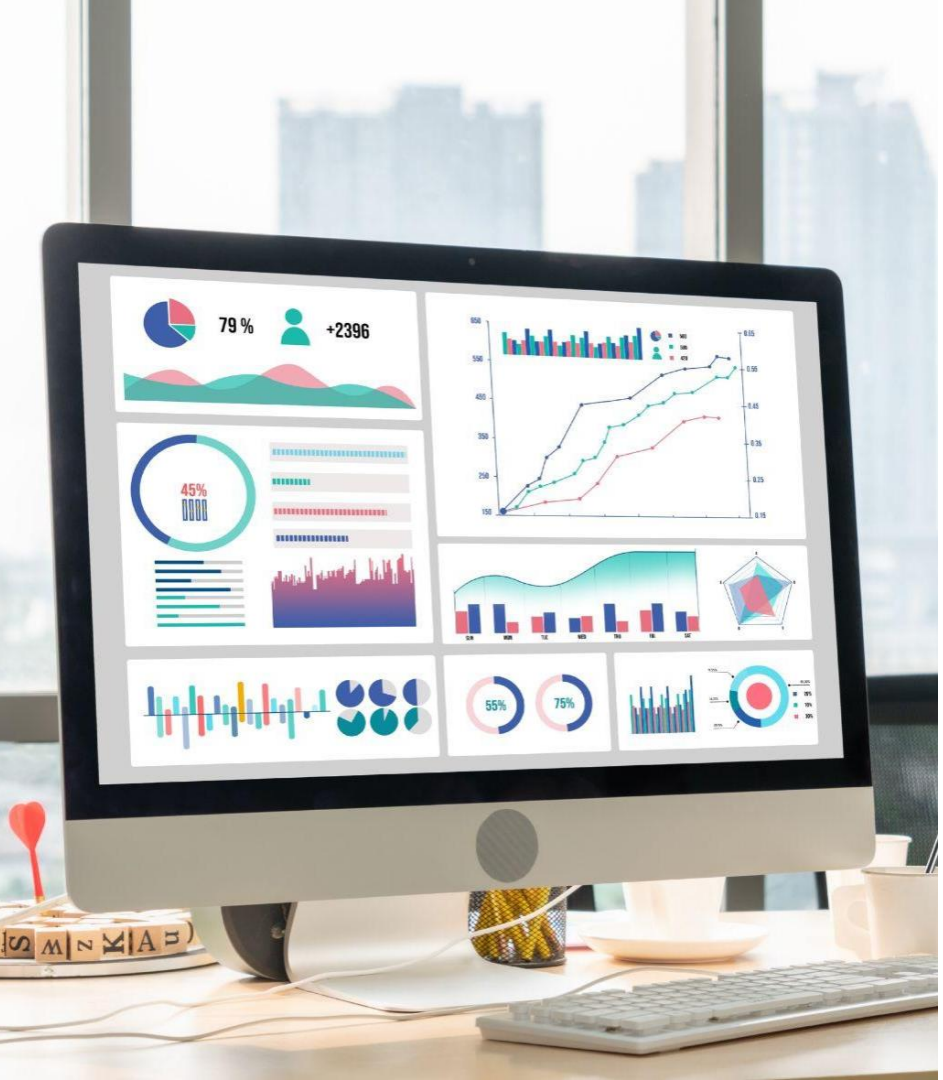
1.4 Deploy modern and accessible **workplace tools and devices**

1.5 Plan and govern for the **sustainable and integrated management** of service, data, IT, privacy and cyber security

READ MORE »

Government of Canada Cloud Adoption Strategy

Government of Canada Cyber Security Event Management Plan



2 DATA-ENABLED SERVICES AND PROGRAMS

2.1 Maximize **public value** of data and information

2.2 Build and use secure **common solutions** for digital service delivery

2.3 Manage and use data and information as **strategic assets**

READ MORE »

[National Action Plan on Open Government]

[Government of Canada Data Strategy]

[Directive on Automated Decision Making]

3 ACTION-READY STRATEGY AND POLICY

3.1 Embed GC priorities into governing **frameworks and policy**

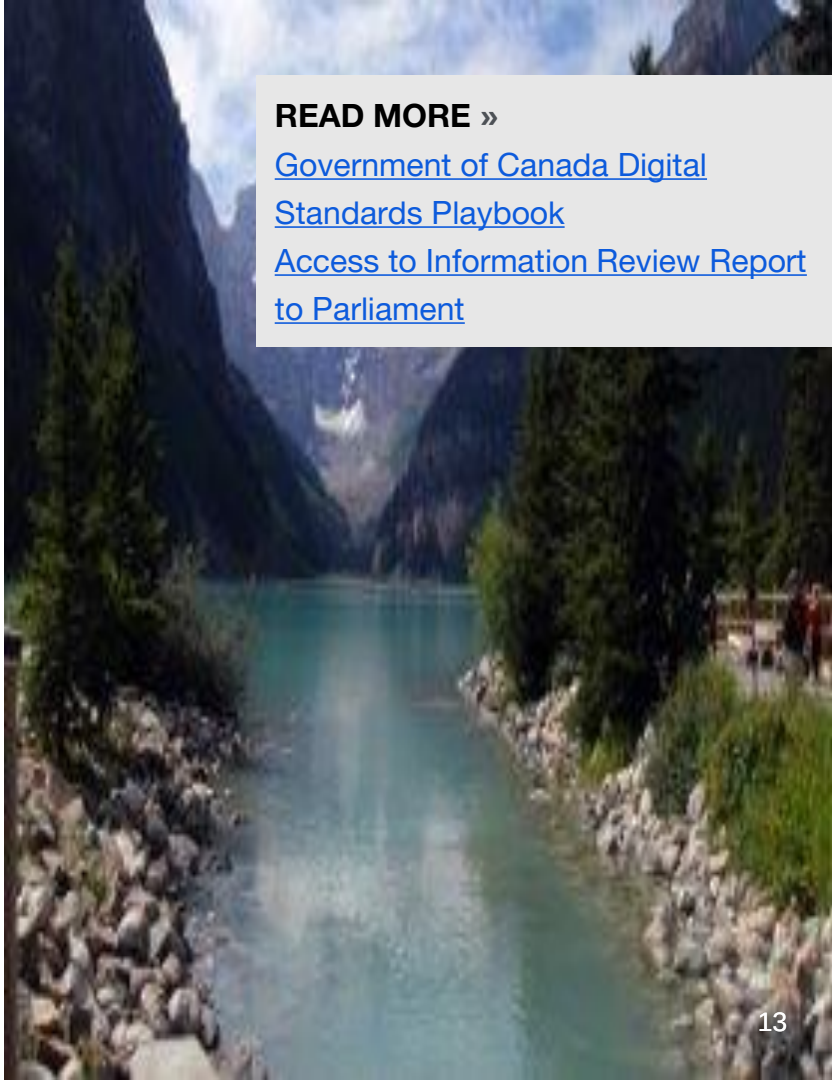
3.2 Provide **horizontal prioritization** and portfolio management

3.3 Streamline **partner portfolios**

3.4 Establish an **agile operating model**

3.5 Implement GC-wide **architecture strategy and standards**

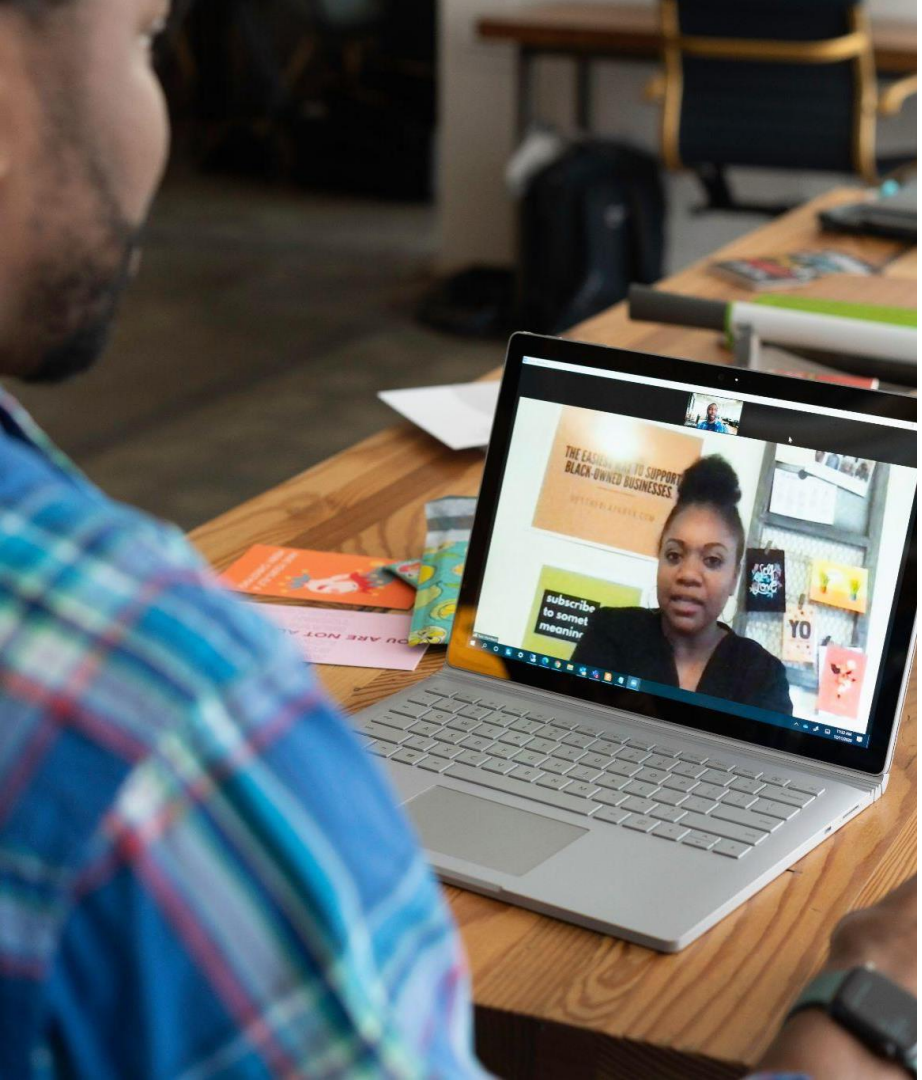
3.6 Provide modern, reliable and secure **networks and infrastructure**



READ MORE »

Government of Canada Digital Standards Playbook

Access to Information Review Report to Parliament



4 EVOLUTION IN FUNDING, CULTURE AND TALENT

4.1 Drive a systemic **culture shift** across government to support a digital-first mindset

4.2 Attract, retain and develop diverse digital **talent**

READ MORE »

Canadian Digital Service

Digital Academy

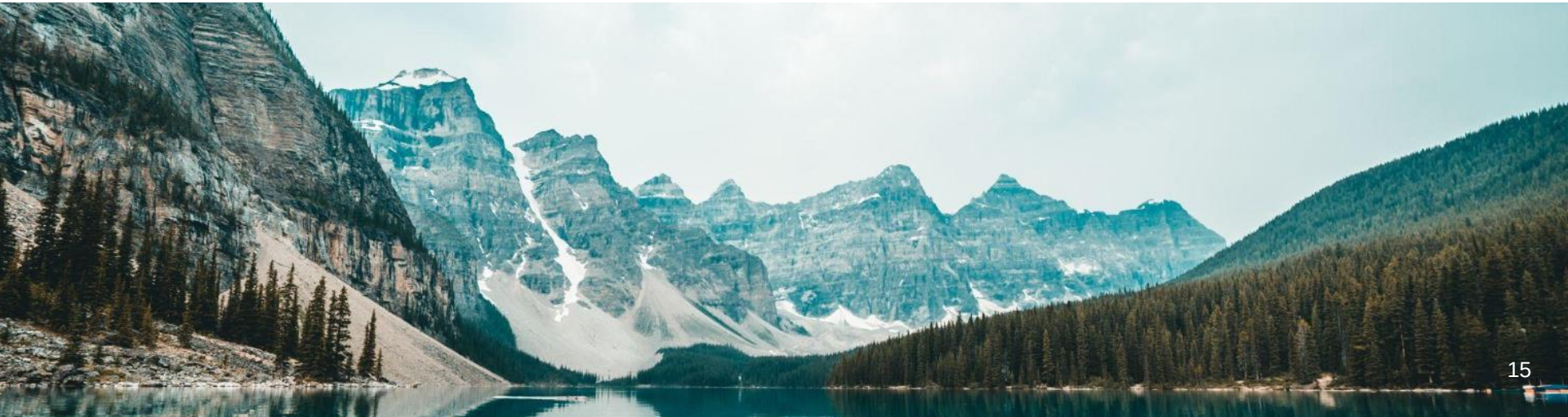
Government of Canada Digital Talent Platform

LOOKING AHEAD

Online services are the main client interaction point and the foundation of **public trust.**

Emergency benefits, service backlogs and outages, along with hybrid work, have shone a light on digital and the possibilities it offers to **make a difference** for people.

The Ambition is about re-orienting work to **deliver results** for Canadians.



CANADA'S DIGITAL AMBITION
TRUST
ACCESSIBLE
PRIVACY
GOVERNMENT
CITIZENS
SECURE
CANADIANS
SERVICE
DELIVERY
BENEFIT
RELIABLE
USER-CENTRIC
OUTCOME-DRIVEN
COMPREHENSIVE
DELIVERY
SKILLS
EXCELLENCE
SAFEGUARD
EVOLUTION
STANDARDS
PRIORITIES
VISION
RAPID
TOOLS
INTEGRATED
TRANSFORMATION
GOVERNMENT-WIDE
DIGITAL-FIRST
BENEFITS
DIRECTION
SUPPORT
BARRIER-FREE
DATA
TALENT
PRIVACY
INTERACT
TRANSPARENCY
CULTURE
SUSTAINABILITY
ACTION-READY
ACCOUNTABILITY
MODERNIZATION
CAPABILITIES
FEEDBACK
PRIORITIZATION
COMMUNITY
STEWARDSHIP
TECHNOLOGY

Canada

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