Digital Service Delivery: Disruptive Digital Technologies, Data Privacy and Governance
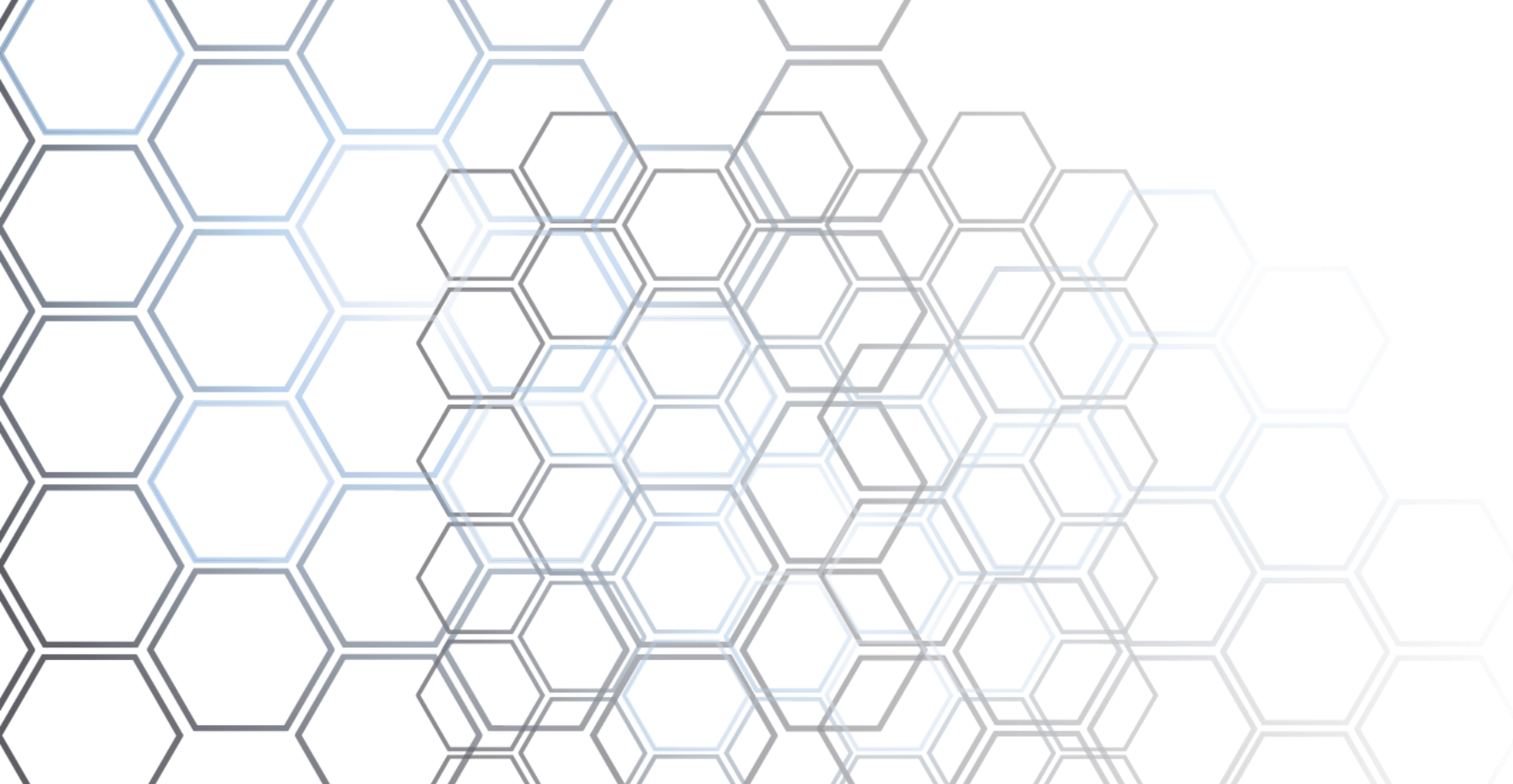
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Overview

➢ There is a need to accelerate the transformation of service delivery to keep pace with citizens' expectations in an age of rapid digital transformation and disruption.

➢ While significant progress has been made, more work remains to build public trust in more data sharing and whole of government capability to drive, oversee, and govern transformational change.

➢ This session provides an opportunity for both countries to focus on identifying ways to work together to drive reform, build trust and share best practice.

1 Utilising Disruptive Digital Technologies

Australia's Digital Transformation Strategy sets the direction for the work of the Australian Public Service to 2025, incorporating a variety of disruptive digital technologies.

Government that's easy to deal with

Intuitive and convenient services.

Integrated services supporting your needs and life events.

Digital identity for easy and secure access.

Government that's informed by you

Smart services that adapt to the data you choose to share.
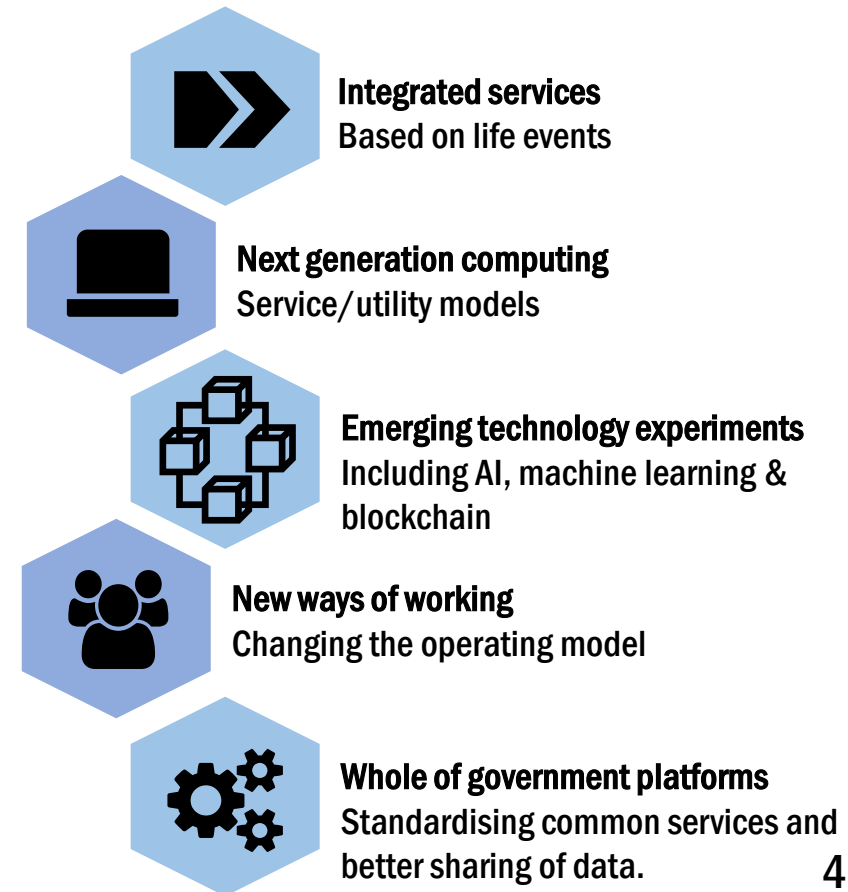
Greater insights for better services.

Trust and transparency.

Government that's fit for the digital age

Expanding digital capability.

Developing modern infrastructure.

Providing accountability.

Integrated services
Based on life events

Next generation computing
Service/utility models

Emerging technology experiments
Including AI, machine learning & blockchain

New ways of working
Changing the operating model

Whole of government platforms
Standardising common services and better sharing of data.
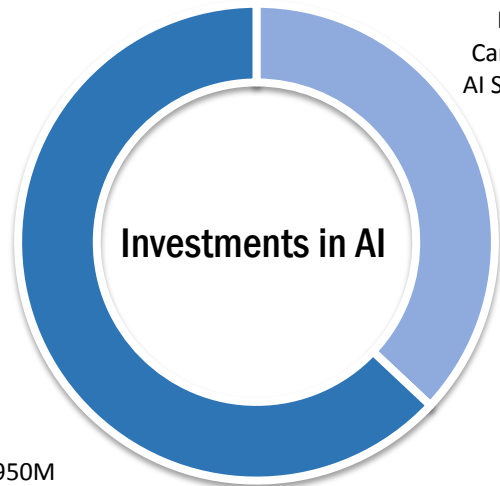
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1 Utilising Disruptive Digital Technologies

The Government of Canada is strategically investing in the development and standardization of artificial intelligence and machine learning, a key component of efficient and effective service delivery.

$125M Pan-Canadian AI Strategy

Investments in AI

$950M Superclusters Initiative

Canada manages the implementation of AI through...

- The AI Source List

- Directive on Automated Decision-Making

- The Algorithmic Impact Assessment

Departments are also experimenting with new ways to deliver information on smart devices such as Alexa and the Samsung Smart Fridge, to better serve Canadians

OmniChannel Service Delivery

2 Building Social License

The Digital Transformation Strategy includes important provisions around how the government protects, secures and utilises data. There are opportunities to create more integrated services if data can be better leveraged while maintaining trust, privacy and security.

My Health Record

July 2018

Opt In → Opt Out
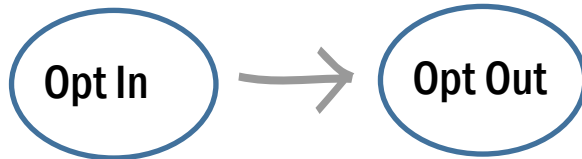
Australian Taxation Office's Single Touch Payroll Program

2018 Package of Reforms

✓ $65M Investment over four years

✓ Establishing a National Data Commissioner

✓ Introducing legislation to improve data Sharing, use, and reuse

✓ A new National Data Advisory Council

✓ Introducing Consumer Data Right

2 Building Social License

Treasury Board Secretariat and key service delivery departments will identify policy and legal barriers to information-sharing and digitally-enabled services, and make recommendations for changes to the rules framework to allow service delivery departments to collect information digitally and share it for the purpose of delivery easier, seamless services, while ensuring privacy is protected.

Tell-us-once approaches

Review of Canadian Legislation → Canada's *Privacy Act* has not had substantial changes since 1983

Trusted Digital Identity System → a key enabler of seamless and frictionless security in digital systems

Building Government-wide Interoperability → the Digital Exchange Platform and the Digital Exchange Toolkit will lay the foundation for achieving responsible and efficient data-sharing
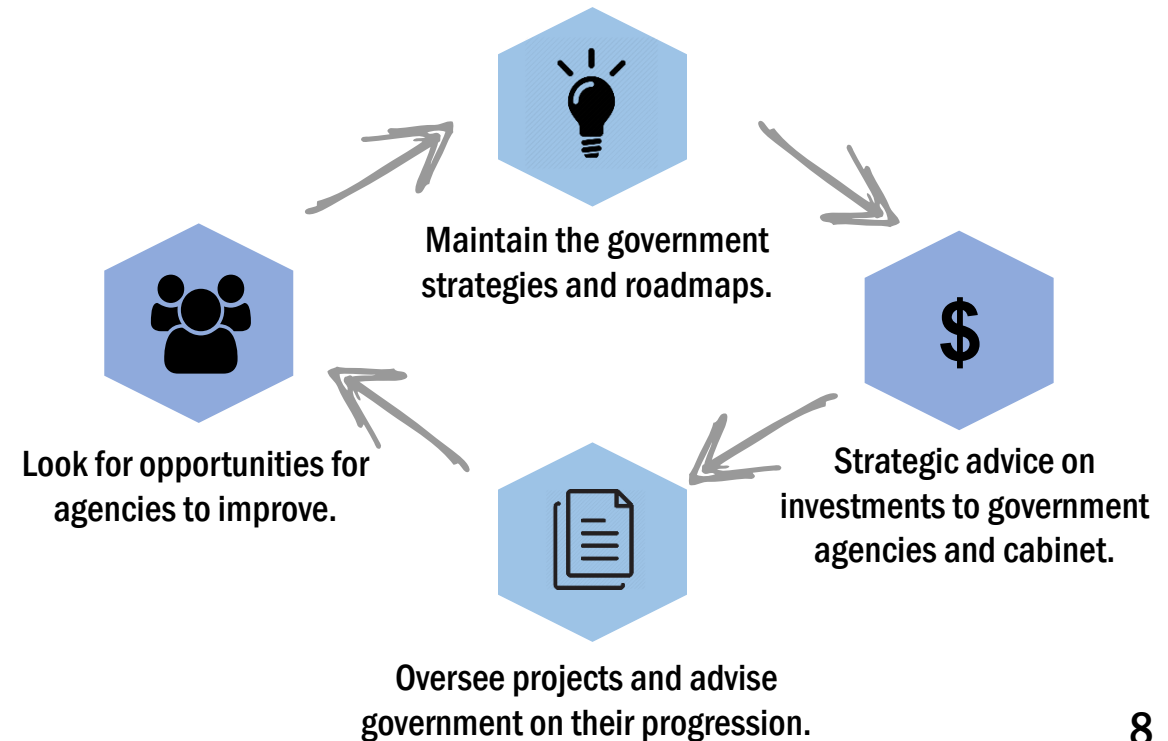
3 Driving Whole of Government Service Delivery Transformation through Governance

The Australian Government has governance mechanisms to manage investment in ICT and digital services.

The Digital Transformation and
Public Service Modernisation Committee of Cabinet

The Australian Digital Council

Secretaries Board

Secretaries Data Group

The Digital Leadership Group

The Digital Service Standard

Digital Investment Management Function

Maintain the government strategies and roadmaps.

Strategic advice on investments to government agencies and cabinet.

Oversee projects and advise government on their progression.

Look for opportunities for agencies to improve.

3 Driving Whole of Government Service Delivery Transformation through Governance

In July 2018, the Prime Minister named the President of the Treasury Board Scott Brison the Minister of Digital Government after Parliament updated legislation to strengthen the role and accountability of the Chief Information Officer of Canada.

Our Digital Investment Framework uses specific mechanisms and opportunities to ensure IT projects are aligned to the Digital Standards.

1 Concept Cases → provide early guidance, ensure alignment to Digital Standards, and promote best practices to solving problems

2 Enterprise Architecture Review Board → mandated to define current and promote target architecture standards for the Government of Canada
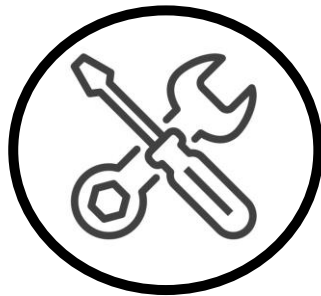
3 Specific Project Oversight → used to overcome the challenges of multi-stakeholder digital projects
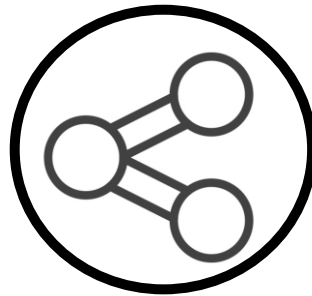
4 Building the Capability of Government

Building and sustaining digital capability across government is essential to reach our vision for 2025.

Build

- Learning standards and training.
- Guidance, tools and communities.
- Women in IT Executive mentoring program.
- Innovation hubs and events such as GovHack.

Borrow

- Programs to drive capability sharing across government agencies and the APS.
- Shared collaboration spaces.
- The establishment of multidisciplinary teams across agencies and jurisdictions.
- Relationships with academia and the private sector.

Buy

- Private sector involvement in emerging technology experimentation.
- Purchasing platforms and already proven technology from the private sector rather than building.
- More accessible and streamlined procurement processes.

4 Building the Capability of Government

The Government of Canada's current hiring model does not meet the emerging needs of today's talent. Government needs a talent model designed for the Digital Age

Canada is finding new ways to recruit talent...

GC Talent Cloud

Optimized for "gig" work
- Move easily from job to job
- Build your credentials
- Choose meaningful work
- Receive benefits

https://talent.canada.ca/en

... and grow a Digital Academy

THE DIGITAL ACADEMY
BROUGHT TO YOU BY CSPS

With the goal of increasing the offerings available to public servants who want to increase their digital literacy and understanding of key areas such as service design, data analytics and new technologies as they apply to their work.

Discussion Questions

1. How can governments best engage citizens to inform the development of new policy and service delivery models?

2. How can governments better balance the demands of providing seamless, efficient service delivery while at the same time maintain a high-degree of trust in citizen-state interactions?

- At what point – if any – does it make sense for a government to not implement efficiencies if there is a danger of the public not being comfortable with the technology and privacy implications? How do governments balance conflicting public views about the risks associated with certain types of technology?

Discussion Questions

3. How can governments work across boundaries to improve whole of government service delivery?

- What are some of the key ways to encourage and share innovation across complex sets of departments and agencies without imposing additional red tape?

4. What can governments learn from one another about building skills and capability within the public service to support change?

- What can governments learn from each other in managing contract arrangements with private partners in delivering change?

- How can governments better use visual technology and data to support decision making on significant policy initiatives?