



# CSPS DIGITAL ACCELERATOR



## Our Partners



Canada Revenue  
Agency

Agence du revenu  
du Canada



National  
Defence

Défense  
nationale



Transports  
Canada

Transport  
Canada



Fisheries and Oceans  
Canada

Pêches et Océans  
Canada

Canada 



# A note about digital



*Digital isn't a list of things to do. It's about how you think, how you behave, what you value, and what drives decisions in your organisation...*

**Janet Hughes - [doteveryone](#)**

# GC Digital Standards



DESIGN WITH  
**USERS**



BUILD IN  
**ACCESSIBILITY**  
FROM THE START



ITERATE AND IMPROVE  
**FREQUENTLY**



COLLABORATE  
WIDELY



**BE GOOD**  
DATA STEWARDS



**EMPOWER STAFF**  
TO DELIVER BETTER SERVICES



WORK IN THE OPEN  
**BY DEFAULT**



USE OPEN STANDARDS  
**AND SOLUTIONS**



**DESIGN**  
ETHICAL SERVICES



ADDRESS SECURITY AND  
**PRIVACY RISKS**



# Why a digital accelerator?



***Government services should be simple, effective and available to Canadians anytime, anywhere and from any device***

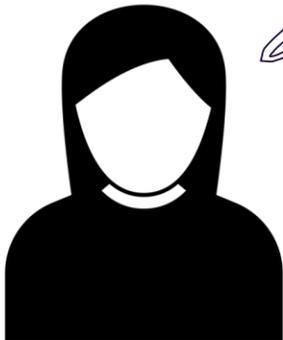
*- TBS Policy on Service and Digital*





# Our partners want to meet Canadians' expectations

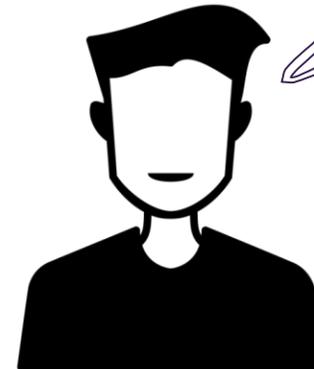
I want staff to **shift from taking training** to actually working in new ways, with digital tools in a digital culture.



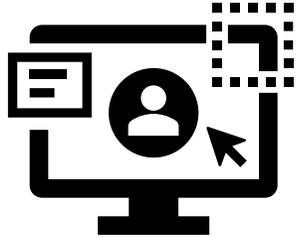
I want my teams to **design with users in mind**, using design thinking or other methods, and meet the TBS digital standards.



We want to **improve and modernize** service delivery and client experience for existing services in our department.



# Organizations want...



Teams to be **equipped with digital skills and tools**



**Client-centric services**

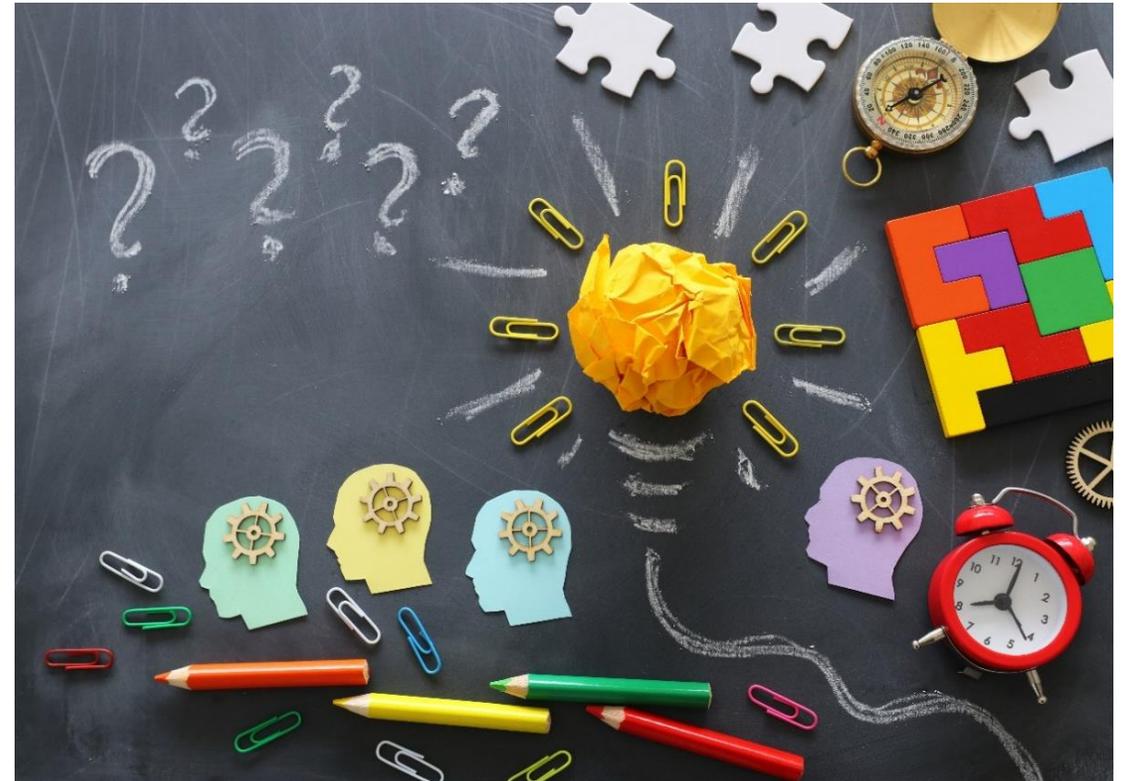
# But need...



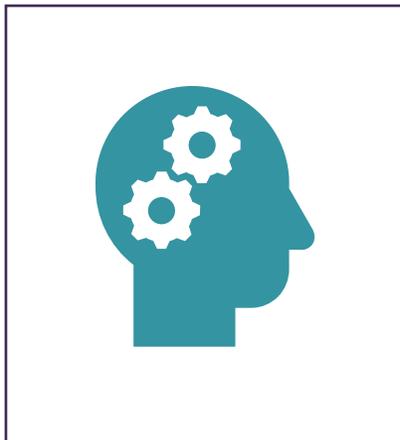
Help to **make the shift** from current ways of working

# The CSPS Digital Accelerator is...

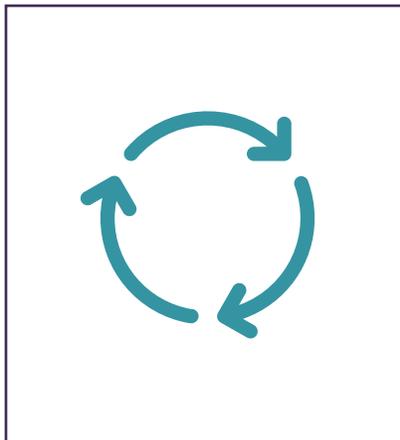
a 10-week **team-based** experience that provides **hands on learning** opportunities combined with **coaching and mentoring** to successfully **design, prototype** and **test** user-centered government services.



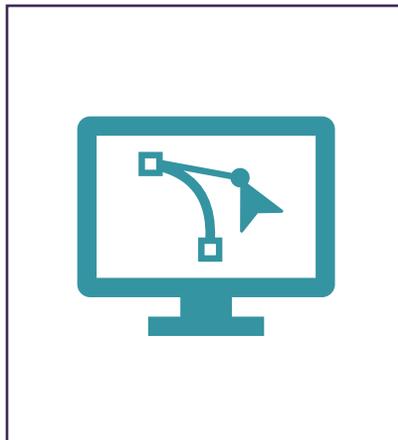
# Teams gain hands-on learning opportunities



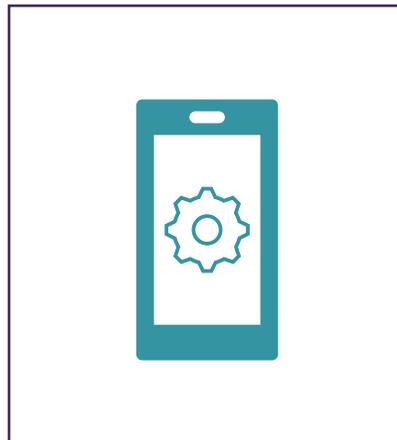
Product  
Management



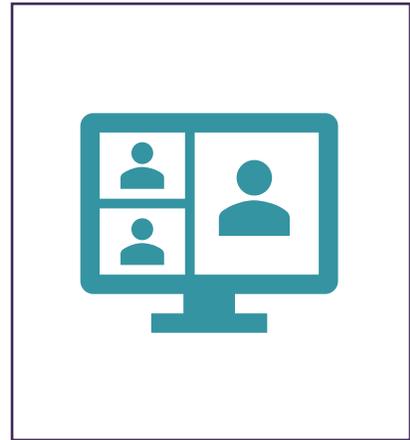
Agile  
methods



Design thinking  
and human-  
centered design



Prototyping



Self-Organizing  
Teams

# Accelerators by sector

## Private sector

- Selective admissions process
- Focus on cohorts of teams or 'classes' rather than individuals
- Intense and time-limited support, usually lasting between three and 12 months
- Tend to focus on supporting technology-based or digital transformation projects
- Encourage high degree of peer-to-peer learning
- Coaching and mentoring from experienced practitioners

## Public sector

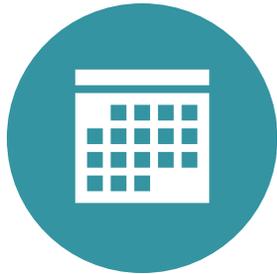
- Provide hands-on learning opportunities to advance digital transformation
- Speeding-up and deepening the adoption of digital products and Internet-era ways of working
- Solving real business problems

# Facilitating cultural change

We guide and challenge teams to embrace discomfort and adopt new mindsets and behaviours during this transformative journey through:



**Team user manuals  
& team charters**



**Weekly check-ins**



**Facilitated  
discussions**



**Creating a safe space  
to try new things**

**You help change your organization's culture!**

# A partnership

**Organizations** focus on the success of:

- Their participating team(s)
- The products or services they develop in the accelerator



**CSPS** focuses on:

- Providing hands-on skill development
- Coaching teams and offering expertise or mentorship
- Supporting teams through their journey with human-centered design and culture change

# What outcomes can you expect?



## **Digitally Capable Teams**

Participants know how to work with digital tools and new approaches, rooted in the GC digital standards



## **Create Digitally Fluent Public Servants**

The Accelerator will generate a series of learning products that will be available to all public servants



## **Successful, modern, user-centered prototypes**

Teams build testable prototypes of their proposed solutions, applying agile methods, product management and design thinking

# Cohort 1 testimonials



The accelerator experience taught me how to get out of my comfort zone and to not be afraid to learn and try different things... I would have never thought I would learn all these things in such a short period of time. This has made me realize that anything is possible. You just got to give it your 110%.



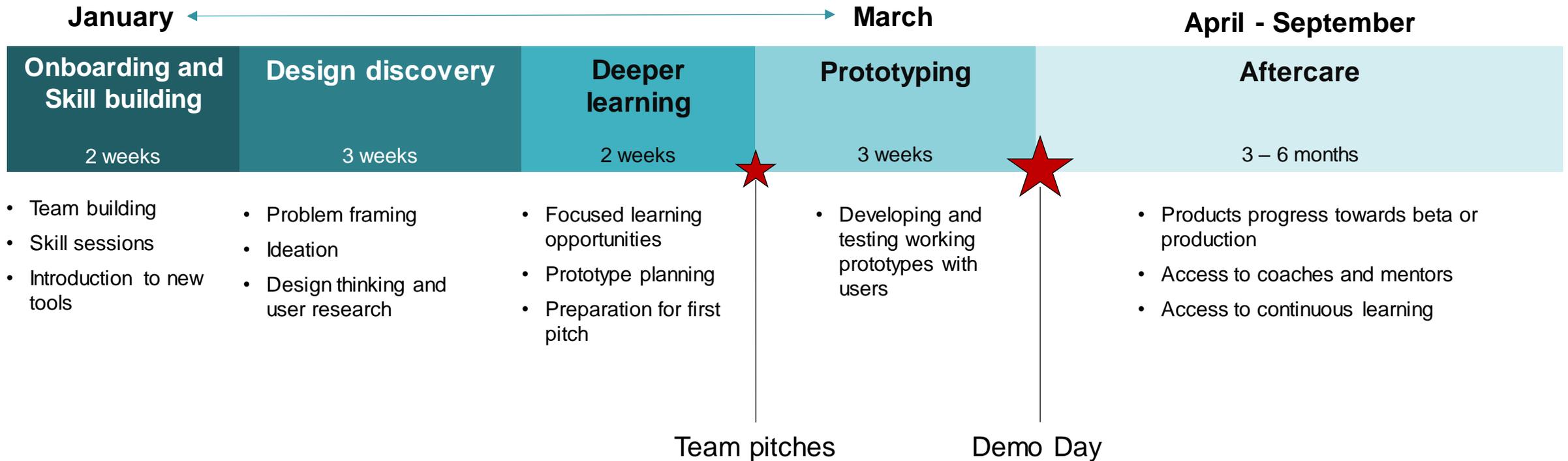
I am more confident in terms of what approaches work when building towards new digital products and tools.



Having been part of a small team, I've learned how to lean on each other's strengths to maximize how we can all contribute in a meaningful way.



# Accelerator timeline – Winter 2022



# What should an Accelerator team look like?



## PRODUCT TEAM

- 5-10 people
- Diverse & multidisciplinary
- Product teams work on their problems **full time** during Accelerator and ideally stay together once it is over



## CORPORATE PARTNERS

- Those from within (or outside) of your organization who support the product team in delivering their solution
- Could include corporate services, security, legal, policy, communications or other forms of expertise



## STEERING TEAM

- 1 executive champion participating **part time**. Accountable for outcomes of product team.
- 1 executive enabler, stakeholder or SME participating **part time**. Advises and supports the work of the product team and executive champion.
- 2+ other executive supporters who provide governance and help support the team through:
  - ✓ Approvals
  - ✓ Guidance
  - ✓ Unblocking
  - ✓ Feedback
  - ✓ Upward briefing
  - ✓ Funding

# What problems are right for the accelerator?

- ❑ An actual problem – process, service, issue or challenge – to be improved
- ❑ Doesn't have an obvious, simple solution
- ❑ Has room for exploration, space to pivot and flexible timelines
- ❑ Has a team that will continue to work on a solution once the accelerator ends
- ❑ Be related to the core work of your organization – internal or external
- ❑ Has a business owner open to solution ideas that go beyond the usual
- ❑ Has usable (and accessible) data to inform exploration and solutions
- ❑ Has the potential to change how people think about and do work
- ❑ Has organizational support and buy-in
- ❑ Has access to users to co-design, explore and gather insights from
- ❑ Can be explored and shared publicly with a team who can work in the open
- ❑ Has a manageable scope

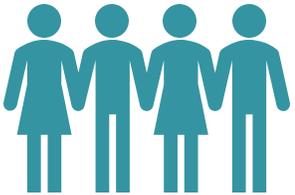


# What problems are *not* right?

- × A pre-determined solution
- × A large-scale complex problem with many dependent pieces
- × A pre-existing project with fixed timelines and requirements
- × A team that will not continue working on their solution post-accelerator
- × No access to users to collaborate with or be informed by
- × Is classified and/or cannot be shared openly with other teams or the broader public service



# Where to start



## Building teams

Start with people and teams who are already working to make things better. "Your pioneers and change makers"



## Selecting a problem

Find a source of failure in your organization. "Fix what is broken"

# Next Steps

## Cohort 2 Intake process

### September - October

- Meet and discuss potential for participation with the Accelerator team
- Start MoU agreement process

### November

- Work with us to identify problem area and your team
- Collaboratively draft participation agreement

### December

- Submit one pager with problem outline and team names

# ACCELERATOR SAMPLER

## What is it?

**A selection of virtual workshops in Fall 2021 designed to help teams:**

- ✓ Identify if they are ready for an Accelerator
- ✓ Understand what they need (data, skills, team foundations) for the Accelerator in January
- ✓ Learn new skills and apply them to real business problems through independent and group activities

### Workshops

Range from 2 hours, half days, or full days



Forming teams  
for digital  
projects



Product  
management  
and agile



Working with  
users



Problem framing  
and ideation

## Who should participate?

Individuals, partial teams, or full teams from across Canada who are:

- 1** Working to address a current business problem
- 2** Wanting to learn new skills and work differently
- 3** Interested in learning about the Accelerator experience

## Why participate?

Improve digital skills and abilities; learn new tools or concepts to apply directly to your work

Test out components of the Accelerator – a sneak peek!

Get a sense of the Accelerator experience and see if it's right for you

Prepare to participate in the Digital Accelerator, starting January 2022

# For more information



## Nick Scott

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## Zoe Langevin

Head, Digital Accelerator  
Chef, Accélérateur Numérique

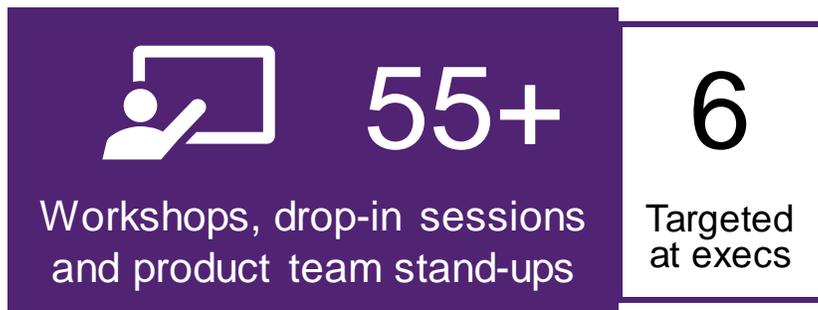
[zoe.Langevin@cspc-efpc.gc.ca](mailto:zoe.Langevin@cspc-efpc.gc.ca)

@ZoeGLangevin

# Annex



# Cohort 1 in a nutshell



# Cohort 1 Teams



**DND/ Canadian  
Armed Forces**  
CJOC

*Advanced Data  
Analytics Program*



**DND/ Canadian  
Armed Forces**  
CAF

*Expanding access to  
data in the CAF*



**CRA**  
Leadership and Learning

*Improving the learning  
experience at the CRA*



**CSPS**  
Procurement

*Improving the  
procurement process  
for users*



**DFO**  
Digital Transformation

*Improving the  
onboarding process for  
new employees*

# Team 1: Department of National Defence (CJOC)



## PROJECT TITLE

Advanced Data Analytics Program



## TEAM MEMBERS

Product team (7), Support team (2),  
Steering team (1)



## WHAT IS THE PROBLEM?

Need to harness big media data and use  
analytic tools to monitoring media narratives  
related to CAF operations



## WHO DOES IT AFFECT?

Specific branches and team within DND

# Team 2: Department of National Defence (CAF)



## PROJECT TITLE

Expanding access to data in the CAF



## TEAM MEMBERS

Product team (5), Steering team (2)



## WHAT IS THE PROBLEM?

CAF is training individuals with digital skills, but the rigid structure of CAF makes it difficult for these learners to access job opportunities not directly linked to their assigned trade.



## WHO DOES IT AFFECT?

Individuals who want to apply their new skills and teams needing individuals with digital skills, but can't use their talent because of administrative and cultural barriers.

# Team 3: Canada Revenue Agency



## PROJECT TITLE

Improving the Learning Experience at the CRA



## TEAM MEMBERS

Product team (12), Steering team (5)



## WHAT IS THE PROBLEM?

Navigating the current learning landscape is challenging, frustrating and is not learner-centric. In addition, much of the learning does not meet employees' expectations for modern learning.



## WHO DOES IT AFFECT?

The problem affects everyone involved in learning, but particularly frustrating for executives, new employees, and clients of the learning division.

# Team 4: Canada School of Public Service



## PROJECT TITLE

Improving the procurement process for users



## TEAM MEMBERS

Product team (6), Steering team (3)



## WHAT IS THE PROBLEM?

Clients have recurring issues around the procurement timelines and documentation to process their requirements



## WHO DOES IT AFFECT?

Clients; Procurement Officers; Suppliers; Approval authority (IT, Security, Transaction Authority, PRC)

# Team 5: Department of Fisheries and Oceans



## PROJECT TITLE

Improving the onboarding process for new employees



## TEAM MEMBERS

Product team (12), Steering team (5)



## WHAT IS THE PROBLEM?

DFO's current staffing process is fragmented and inefficient. Managers must fill out multiple forms and manually have to contact each corporate services (Staffing, IMTS, Security and Real Property) to finalize the process.



## WHO DOES IT AFFECT?

This impacts managers, when hiring new employees or extending their terms.