



Canada School
of Public Service

École de la fonction
publique du Canada



CSPS DIGITAL ACADEMY

Overview

May 2023

Canada School of Public Service

The School's structure can address the **enduring issues** to which public servants respond across government, as well as the **emerging needs** that arise as our environment changes

Executive Learning

Works with business lines to tailor content to the needs of executives

Business Lines:

Develop and deliver learning to support GC priorities, individual and departmental learning needs



The Digital Academy equips public servants with the **knowledge, skills, and practical experience** needed for government in the digital age

What is Digital?

Digital refers to an evolving collection of **processes, practices, and behaviours** for organizing and managing organizations as well as **designing and delivering programs and services**, made possible by information and communication technologies (ICTs).



Digital transformation was set in motion by developments in technology.



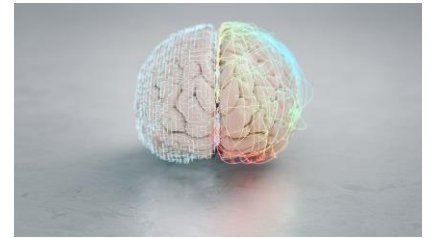
It is also driven by **user expectations** for simple, easy, and accessible information, programs, and services.



It requires both technology as well as more **open, collaborative, human-centred, iterative, and data-driven** approaches to working.



Which requires specific **skills, competencies, and approaches**, often absent or underdeveloped in the public service.



The CSPS Digital Academy was created to provide public servants with learning opportunities on digital and data.

What is Digital Government?

ANALOG APPROACH

Digitization

Converting from analog or physical format to digital

Digitalization

Using technologies to replicate analog or physical processes

DIGITAL APPROACH

Digital Transformation

Reinventing organizations and processes by leveraging tools, practices, and approaches enabled and catalyzed by ICTs.

The Government of Canada is transforming to become a digital government aligned with a series of expected features*.

The future of the government is for us, public servants, to design in collaboration with the users of our programs and services.

*Some of these features include agile, user-centric design, flexible procurement, data-driven decision making, horizontal platform-based solutions and a 'delivery-first' focus

Digital Government

Digital government is an open and service-oriented organization that operates and delivers programs and services to people and businesses in simple, accessible, and effective ways.

Digital transformation will affect many areas of public administration, for instance:

- Policy
- Management practices
- Operational models
- Skills and ways of working
- Data
- Governance



GC Digital Government Context

At its core, digital government is about modernizing and adapting the way we work to make the Government of Canada more responsive, more resilient, and most important, better at serving people.

TBS Policy Suite

[Policy on Service and Digital](#)

[Directive on Service and Digital](#)

[GC Digital Standards](#)

[GC Directive on Automated Decision-Making](#)

Plans and Roadmaps

[GC Digital Ambition](#)

[2023–2026 Data Strategy for the Federal Public Service](#)

[2018-20 National Action Plan on Open Government](#)

Examples of Supporting Tools

[Digital Nations Charter](#)

[GC-wide greening IT working group](#)

[Guideline on Making Information Technology Usable by All](#)



GC Digital Ambition

Launched in August 2022, the DigitalAmbition builds on the vision outlined in Canada's Digital Government Strategy and provides a clear, long-term strategic vision for the Government of Canada to advance digital service delivery, cyber security, talent recruitment, and privacy.

Digital Ambition Statement

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 built with four themes



Excellence in technology and operations

Maximize effectiveness and value assurance of technology investments across government



Data-enabled digital services and programs

Drive cross-government improvement in client and employee services, data, and cross-agency integration



Governing frameworks and policies

Set strategy, policy, and guidance that enables safe, secure and reliable operations



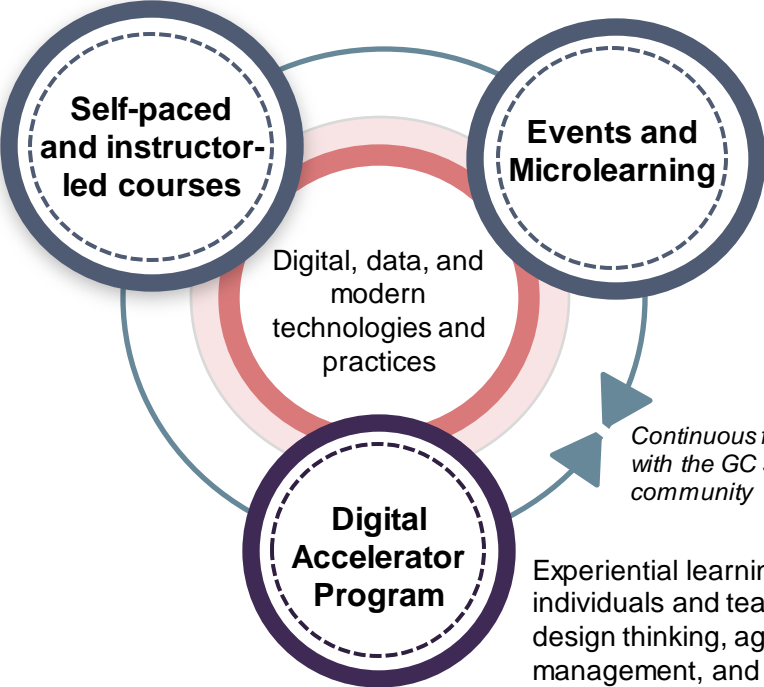
Structural evolution in funding, talent & culture

Advocate for changes to policy and governance that prioritize and unlock the full value of digital investment

CSPS Digital Academy contributes to the fourth theme of the GC Digital Ambition

CSPS Digital Academy

Learning for public servants at any level to discover how to manage organizations, develop policy, and design and deliver services in a digital age.



Timely and accessible learning and resources on digital, data, and emerging technologies from experts and other government departments.

Experiential learning that helps individuals and teams learn and apply design thinking, agile, product management, and service design.

The CSPA Digital Academy supports the **Government of Canada's vision of digital transformation** and its implementation by designing and delivering learning products to all public servants to develop skills, competencies, and behaviours for the digital era.

CSPA Digital Academy Learning Product Themes

Digital

Learn about digital government and what digital looks like in the Canadian government context.

Digital Leadership

Introduce leaders to the culture, practices, and delivery approaches of a modern government.

Cloud

Understand why cloud computing is essential, the types of service models and how to be cloud-smart.

Product Management

Introduce product management practices to build a product-oriented mindset and skills needed to develop and deliver products and services with users in mind.

Agile

Introduces the concepts, tools, practices and behaviours that support a culture of agility in the modern workplace.

Service Design

Introduce design practices grounded in a human-centered approach that puts people's needs, wants and experience at the core of any product, service, or solution design and development.

Artificial Intelligence

Learn about how AI shapes our world and grasp the relationship between AI and data. Discover how AI can be applied for a modernized, high-performing public service.

Data

Build core data competencies for ever-improving data literacy across the public service.

Cyber Security

Learn to recognize potential threats and how to protect yourself, digital information and the systems we use.

Emerging Technologies

Discover emerging technologies and their capabilities. Learn about their regulatory and policy requirements to facilitate their adoption across the government.

Courses



Digital

Learning Path: Discover Digital
How to be Digital in the Canadian Public Service (DDN201)
Digital in Practice (DDN202)
Learning from Failure (DDN111)
Harnessing the Power of DevOps (DDN112)
Achieving Digital Dexterity (DDN217)
Exploring Customer Journey Mapping (DDN226)
Driving Change: A Playbook of Best Practices for a Digital Transformation (DDN238)
Building Digital Dexterity in Organizations (DDN239)
Digital Transformation Insights: HR and Talent Development Functions (DDN241)
Leading Innovation (DDN242)

Digital Leadership

Learning Path: Discover Digital Leadership
Discover Digital for Executives (DDN204)
Modernizing Public Services for Managers (DDN206)
Best Practices for Digital Transformation (DDN214)
Enabling Business-IT Collaboration and Strategic Alignment (DDN105)
Rethinking Business Models to Enable Digital Transformation (DDN224)

Product Management

Coming soon

Introduction to Product Management

Self-paced course

Learning path

Instructor-led course

Technology & practical supplements

Courses



Cyber Security

[Learning Path: Cyber Security](#)

[Discover Cyber Security \(DDN235\)](#)

[Cyber Security in the GC for Non-IT Employees \(CSE\) \(DDN231\)](#)

[Cyber Security in the GC for Home and Telework \(CSE\) \(DDN232\)](#)

[Cyber Security in the GC and Online Exposure \(CSE\) \(DDN233\)](#)

[Network Security Threats and Their Impacts \(DDN109\)](#)

Artificial Intelligence

[Discover Artificial Intelligence \(DDN210\)](#)

[Transforming the Workplace Using AI \(DDN219\)](#)

[Getting Started with Machine Learning \(DDN220\)](#)

[Reaching Efficient Solutions with Computational Thinking \(DDN218\)](#)

Service Design

[Learning Path: Discover Human-Centred Design](#)

[Introduction to Human-Centred Design \(DDN207\)](#)

[Inclusive by Design: Applying the GC Digital Standards and Gender-based Analysis Plus \(DDN223\)](#)

[Building a Culture of Design Thinking \(DDN225\)](#)

[Exploring the Relationship Between UI/UX Design \(DDN227\)](#)

[Achieving Customer-Centric Design with User Personas \(DDN228\)](#)

Emerging Technologies

[How Blockchain Technology is Transforming Businesses \(DDN101\)](#)

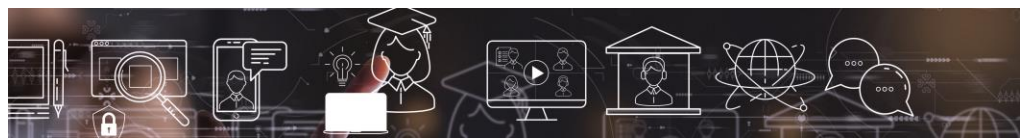
[Using Augmented Reality for Organizational Gains \(DDN102\)](#)

[Applying Virtual Assistant Technology \(DDN103\)](#)

[Connecting with the Internet of Things \(DDN215\)](#)

[Creating Engagement with Virtual Reality \(DDN216\)](#)

Courses



Data

[Learning Path: Discover Data](#)

[How Data Literate are You? \(DDN302\)](#)

[A Self-Directed Guide to Understanding Data \(DDN303\)](#)

[The Role of Data in Digital Government \(DDN301\)](#)

[Making Data-Driven Decisions \(DDN307\)](#)

[Exploring Data Visualization \(DDN308\)](#)

[Organizing Business Data with Data Modelling \(DDN310\)](#)

[Turning Social Intelligence into Actionable Insight \(DDN234\)](#)

[Data Literacy for Business Professionals \(DDN313\)](#)

[Analytics Literacy for Business Professionals \(DDN314\)](#)

[Introduction to Statistical Analysis Methods \(DDN315\)](#)

[Delivering Powerful Messages to Enable Action \(DDN317\)](#)

[Guiding Analysis for Effective Data-Driven Decision-Making \(DDN318\)](#)

[Inspiring Action Through Compelling and Data-Driven Storytelling \(DDN316\)](#)

[Big Data Fundamentals \(DDN305\)](#)

[Big Data Interpretation \(DDN306\)](#)

[Harnessing the Power of Data Science for Business Growth \(DDN309\)](#)

Courses



Cloud

[Learning Path: Discover Cloud](#)

[GC Cloud for Managers and Executives Learning Path](#)

[Discover GC Cloud \(DDN104\)](#)

[GC Cloud for Managers and Executives: Planning for GC Cloud \(DDN211\)](#)

[GC Cloud for Managers and Executives: Supporting the Procurement of GC Cloud \(DDN212\)](#)

[GC Cloud for Managers and Executives: Enabling the Deployment of GC Cloud \(DDN213\)](#)

[Embracing the Cloud for Business Efficiency \(DDN110\)](#)

Agile

[Introduction to Agile in the Public Service \(DDN208\)](#)

[Embracing an Agile Culture for Business Growth \(TRN226\)](#)

[The Agile Leader \(TRN225\)](#)

[Developing and Supporting an Agile Mindset \(TRN227\)](#)

[Agile Stakeholder Engagement and Team Development \(TRN228\)](#)

[Developing and Supporting an Agile Mindset \(TRN227\)](#)



Events

The CSPS offers different types of events from lectures and presentations to interactive talk show-style events that gather experts and leaders in digital transformation and government.

Upcoming events:

Building a strong
#GCDigital community
24th May 2023

** Data for Impact Series:
Enabling Data-Driven Services
12th September 2023

Annual Cybersecurity Event
18th October 2023

Ethical Considerations of
Autonomous Intelligence
System
25th October 2023

To register for upcoming events:
[Events Calendar on Digital, Data
and Design](#)

** GC Digital Community (GCDC) Events



Microlearning

Blogs and Short Articles

With the mission to broaden and deepen digital literacy, Microlearning offers episodes designed around short learning objectives on digital and modern government topics that appeal to multiple learning styles.

Recent Posts



OpenAI's ChatGPT Explained

Built by OpenAI, a California-based AI research organization, ChatGPT is an AI-powered chatbot programmed to produce original content, synthesize information, and generate realistic conversations with human users.



Agile Introduction to Agile in the Public Service

Agile has emerged as a promising practice and is increasingly making its...

3 months ago • 4 min read



DDN2-B47

Don't Be a Character in an Espionage Thriller

Cyber security for the modern, connected public servant is about so much more than ensuring the right settings on a device, or...



DDN2-B46

No Code? No problem: Exploring Low and No Code Tools

In recent years, low-code and no-code platforms have seen an increase in both popularity and use for those who may not b...

Videos

Be Digital in the Government of Canada



Five Things to Consider When You Think About Data Bias



Harness the Power of Data



Strategy for Government in the Digital Age: Lessons Learned and Shaping our Ambitions



CSPS Digital Accelerator Learning Program



A **transformative learning experience** for public servants who want to adopt **digital best practices** and experiment with more collaborative, open, human-centred and iterative ways of **defining problems and developing solutions**.

The 2023-24 program will include

- **Self-paced and Hybrid learning products**
- **An applied learning program** that supports teams to apply learning to a current business problem
- A series of **community building** learning events

The Digital Accelerator Learning Themes:

Design
Thinking

Agile

Product
Management

Service
Design

How to Become More Digital and Data-Driven?



Familiarize yourself with the GC Digital Government context, particularly [GC Digital Ambition](#)



Follow the [GC Digital Standards](#) that guide teams on how to design and deliver work in the digital era



Learn what your organization is currently doing to support the digital and data-driven workplace and cultural change



Explore the [CSPS Digital Academy catalogue](#) and choose learning products to help you become more digital and data-driven

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Collaborate

Test our products

Co-design courses

Capture and share case studies

Write a microlearning article

Join our speaker database

Share your departmental products

Help us meet your learning needs

Inform upcoming DA programming

Assess your learning needs

Accelerate your teams' work


Our Current Collaborators

Canada Border Services Agency
Canadian Centre for Cyber Security
Canadian Digital Service
Canada Revenue Agency
Courts Administration Service
Fisheries and Oceans Canada
National Defense/Canadian Armed Forces
Environment and Climate Change Canada
Employment and Social Development Canada
Financial Transactions and Reports Analysis Centre
Global Affairs Canada
Indigenous Services Canada
Infrastructure Canada
Immigration, Refugees and Citizenship Canada
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