



CSPS - DIGITAL ACADEMY: DIGITAL ACCELERATOR PROGRAM

Post-Accelerator Brief

To enable interactive functionality, we highly recommend you download the file and open it with Adobe Acrobat Reader.

CANADA SCHOOL OF PUBLIC SERVICE: THE DIGITAL ACCELERATOR



The CSPS Digital Accelerator provides hands on learning opportunities combined with coaching and mentoring to successfully design, prototype and test user centered government services.

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

WHAT DOES AN ACCELERATOR TEAM LOOK LIKE?

- Product Team (up to 10 people from diverse and multidisciplinary backgrounds)
- Steering Team (1–3 executive champions)
 - Participate in weekly check-ins/show & tells.
 - Support product team’s work throughout the accelerator program (approvals, guidance, feedback, etc.).

WHAT ARE THE ACCELERATOR OUTCOMES?



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, HUMAN- CENTERED PROTOTYPES

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

WHO PARTICIPATED?

<p>TEAM 1: ISC Data for reporting needs</p> <ul style="list-style-type: none"> • How might we collect clean and consistent data to report on engagement across ISC? 	<p>TEAM 5: CRA INTL. TAX Process improvement (supporting inspectors)</p> <ul style="list-style-type: none"> • How might we improve the referral process for field auditors and technical advisors?
<p>TEAM 2: ISED + TC Process improvement (HR)</p> <ul style="list-style-type: none"> • How might we adapt the ECDP for employees in data science roles across the GC to attract, develop and advance data talent? 	<p>Team 6: DFO Ecosystems Management Web interface</p> <ul style="list-style-type: none"> • How might we reorganize DFO's public facing website to help clients with projects in or near water choose the correct tool/service?
<p>TEAM 3: CRA + ESDC (EPAYROLL) Web interface</p> <ul style="list-style-type: none"> • How might we provide payroll information to an employee online? 	<p>Team 7: DFO Marine Spatial Planning Organizing data</p> <ul style="list-style-type: none"> • How might we have a nationally coordinated data management process for DFO to be more efficient in extracting data, responding to requests and communicating effectively?
<p>TEAM 4: TC Process improvement (supporting inspectors)</p> <ul style="list-style-type: none"> • How might we collect photos and take digital notes in flammable environments for inspections and investigations to increase safety and garner compliance? 	<p>Team 8: CSPS Data for reporting needs</p> <ul style="list-style-type: none"> • How might we build a centralized reporting product for Business Analysts to make data and insights accessible and reportable?

APPLICATION OF THE GC DIGITAL STANDARDS TO BUSINESS PROBLEMS

The Government of Canada's Digital Standards form the foundation of the government's shift to becoming more agile, open, and user-focused. They will guide teams in designing digital and modern services in a way that best serves the people of Canada.

Of the 10 digital standards, the CSPS Digital Accelerator program focuses on five:

Learn more about the Digital Standards by reading the [GC Digital Standards: Playbook](#).

PROBLEM FRAMING AND USER RESEARCH

WEEK 1 - 3

IDEATION

WEEK 4

PROTOTYPING & TESTING

WEEK 5 - 8

DEMO SPRINT

WEEK 9 - 11

AFTERCARE

3 - 6 MONTHS



SHOWCASING THE RESULTS: DEMO DAY 2022

SERVICE DESIGN
ATTENTION RESEARCH
BEHAVIOURAL
NUDGE INSIGHTS
DESIGN THINKING
PROTOTYPING
SYSTEMIC DESIGN
INSIGHTS DATA
HUMAN CENTERED
QUALITATIVE

WHAT HAPPENS NEXT?

➤ AVAILABLE CSPS RESOURCES & SERVICES

- Reach out to a CSPS coach.
- Reach out to CSPS to host an agile methods info session.
- Participate in upcoming events (AAACT, fall show & tell)
- Join a #GCdigital community.
- Sign up for the Digital Academy newsletter
- Further your learning! Check out the CSPS Learning catalogue
(See Annex A for pre- and post-accelerator recommended learnings)

ANNEX A: LEARNING CATALOGUE

PRE-ACCELERATOR RECOMMENDED LEARNINGS

HUMAN-CENTRED DESIGN

- [Introduction to Human-Centred Design \(DDN207\)](#)
- [Exploring the Relationship Between UI/UX Design \(DDN227\)](#)
- [Achieving Customer-centric design using User Personas \(DDN228\)](#)
- [Design Thinking for Innovation: Stakeholder Engagement \(TRN237\)](#)
- [Design Thinking for Innovation: Defining Opportunities \(TRN238\)](#)
- [Design Thinking for Innovation: Brainstorming and Ideation \(TRN239\)](#)
- [Design Thinking for Innovation: Prototyping and Testing \(TRN240\)](#)

AGILE AND PRODUCT MANAGEMENT

- [Developing and Supporting an Agile Mind-set \(TRN227\)](#)

OTHER

- [How to Be Digital in the Canadian Public Service \(DDN201\)](#)
- [By Design: How to Use Visuals and Narratives to Build Better Decks \(TRN119\)](#)

ANNEX A: LEARNING CATALOGUE

POST-ACCELERATOR RECOMMENDED LEARNINGS

HUMAN-CENTRED DESIGN

- [From Prototyping to Problem Solving \(Busride\)](#)
- [Delivering Inclusive Client Service \(FON502\)](#)

AGILE AND PRODUCT MANAGEMENT

- [Agile. Step by Step \(Busride\)](#)
- [Agile Principles and Methodologies \(TRN318\)](#)
- [Agile Project Planning \(TRN317\)](#)
- [Innovating with Lean Product Management \(TRN329\)](#)

OTHER

- [Digital in Practice \(DDN202\)](#)
- [Writing for the Web \(Video\)](#)
- [Making Your Services Accessible for People with Communication Disabilities \(INC114\)](#)
- [The Art and Science of Communication \(TRN115\)](#)
- [Exploring Data Visualization \(DDN308\)](#)