

# The CSPS Digital Academy

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**Mission** The CSPS Digital Academy helps public servants gain the knowledge, skills, and confidence needed for government in the digital age.

**Vision** Canadian public servants are equipped to build and work in a digital government.

**Team Norms**

1. We champion and embody Canada's Digital Standards.
2. We put people first.
3. We make a positive impact.
4. We are insatiably curious learners.
5. We believe in public service.

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## The Discover Series

A suite of foundational offerings to help all public servants navigate today's new digital reality by introducing practical skills, tools, and techniques.

Topic	The idea	Courses	Q3 / Q4
<b>Leadership</b>	<b>What does it mean to be a leader in the digital era?</b> This suite of courses introduces leaders to the culture, practices and technologies that have changed all sectors of society, including government.	<b>I500: Discover Digital for Executives</b> <ul style="list-style-type: none"> <li>• Exploration of key concepts</li> <li>• Interactive virtual session</li> <li>• Workplace challenge</li> </ul> <b>I501: Discover Digital: Share your Learning Experience - Peer Connect</b> <p><b>Leading with Agility in the Public Service</b> (Coming Soon)</p>	The course is live! Register on GCcampus: <ul style="list-style-type: none"> <li>I500: Discover Digital for Executives</li> <li>I501: Discover Digital - Peer Connect</li> </ul>
<b>Digital</b>	<b>Digital in Practice</b> demystifies what it means to do government in a digital era. Learn the impact of technological change on how government works, effects internal and external services, and how to navigate government in this new context.	<b>I602: Digital in Practice</b> <ul style="list-style-type: none"> <li>• Why the digital shift?</li> <li>• Digital behaviours</li> <li>• The Government of Canada digital standards</li> </ul>	The course is live! Register on GCcampus: <ul style="list-style-type: none"> <li>I602: Digital in Practice</li> </ul>
<b>Data</b>	<b>Discover Data</b> aims to develop data competencies in support of a data-literate workforce and create a common language around data.	<b>Introduction to Data in the Government of Canada</b> <ul style="list-style-type: none"> <li>I560: How data Literate are you?</li> <li>I561: A self directed guide to understanding data</li> <li>I511: The role of data in Digital Government</li> </ul>	Register on GCcampus: <ul style="list-style-type: none"> <li>I560: How data Literate are you?</li> <li>I561: A self directed guide to understanding data</li> <li>I511: The role of data in Digital Government</li> </ul>
<b>Cloud</b>	<b>Discover Cloud</b> goes over the information you need to care about - whether or not you work in IT - and includes an overview of the opportunities, applications and limitations of cloud computing, as well as what it means to set up proper architecture and infrastructure.	<ul style="list-style-type: none"> <li>I639: Getting Started with Cloud Computing: Microsoft (for non-technical roles)</li> <li>I640: Getting started with Cloud Computing: Microsoft (Cloud Adoption Framework for managers and architects)</li> </ul>	More offerings coming soon!
<b>Agile</b>	<b>Discover Agile</b> provides a practical overview of what it means to create an Agile culture in the Government of Canada.	<b>I549: Introduction to Agile in the Public Service (coming soon)</b> <ul style="list-style-type: none"> <li>I551: Start an agile team (coming soon)</li> <li>I552: Agile product planning (coming soon)</li> <li>I553: Visualizing work for better performance (coming soon)</li> </ul>	
<b>Cyber Security</b>	<b>Discover Cyber Security</b> provides best practices and practical tips to help public servants stay safe online.	<b>Cyber Security 101 (Coming soon)</b>	<ul style="list-style-type: none"> <li>• Delivered by Canadian Centre for Cybersecurity</li> <li>• Defining Cyber Security</li> <li>• Why is it important and how does it relate to you?</li> <li>• How to stay cyber safe</li> </ul>
<b>Artificial Intelligence</b>	Explore how <b>Artificial Intelligence (AI)</b> and related technologies are disrupting business, showcase use cases of AI in a government context and discuss policy instruments, ethical AI and AI procurement.	<b>Fundamental Concepts of AI</b>	<ul style="list-style-type: none"> <li>• Defining AI</li> <li>• Implications of AI</li> <li>• AI in a public sector context</li> </ul>
<b>Design</b>	<b>Discover Design</b> provides an opportunity to learn five basic principles of human-centered design to ensure that the internal and external policies, programs and services you create are feasible, viable, and fit the needs of real people.	<b>I642: Discover Design (Coming Soon)</b>	<ul style="list-style-type: none"> <li>• Build and test delivery methods</li> <li>• Evaluations and learner research</li> </ul>
<b>Virtual Events</b>	Leveraging immersive technology, the <b>vExpo</b> provides easy access to event materials and presentations from one central location. Participants can visit the virtual lobby and navigate kiosks to learn about programs and initiatives.	<b>CSPS and other departments virtual events</b>	<ul style="list-style-type: none"> <li>• Implement cost sharing</li> <li>• Offer service to CSPS partners</li> </ul>

## Self-paced Skillsoft courses

- 2 courses**
  - I502: Best Practices for Digital Transformation
  - I526: Rethinking Business Models to Enable Digital Transformation
- 7 courses**

**Top courses for learners:**

  - I607: Exploring Customer Journey Mapping
  - I610: Achieving User-centric Design with User Personas
  - I636: Enabling Business-IT Collaboration and Strategic Alignment
- 7 courses**

**Top courses for learners:**

  - I514: Making data-driven decisions
  - I523: Organizing Business Data with Data Modeling
  - I524: Turning Social Intelligence into Actionable Insight
- 4 courses**

**Top courses for learners:**

  - I623: Embracing the Cloud for Business Efficiency
  - I621: Getting Started with Cloud Computing
- 3 courses**

**Top courses for learners:**

  - I556: Embracing an Agile Culture for Business Growth
  - I557: Developing and Supporting an Agile Mindset
  - I558: Agile stakeholder engagement and team development
- 1 course**
  - I619: Network Security Threats and Their Impacts
- 3 courses**

**Top courses for learners:**

  - I629: Transforming the Workplace with AI
  - I630: Getting started with Machine Learning
  - I637: Reaching Efficient Solutions w Computational Thinking
- 2 courses**

**Top courses for learners:**

  - I605: Building a Culture of Design Thinking
  - I607: Exploring Customer Journey Mapping
  - I609: Exploring the Relationship between UI/UX design
- 2 courses**
  - I613: Creating Engagement with Virtual Reality
  - I615: Applying Virtual Assistant Technology

## Apolitical Digital Bootcamp (Next offering coming in February)

A 6-week journey on how-to be "digital" in the public service

**Let's face it: every worker is now a digital worker, every public servant is a digital public servant.**

Built in partnership with a pan-Canadian team, the Digital Academy is leading the next iteration of the "How-to be digital in the Canadian public service" bootcamp, an introduction to digital open to all levels of Canada's public service, academia, and civil society.

**This course is about applying the culture, practices and technologies of digital in your day-to-day work in the public sector, covering topics like:**

- ✓ What digital is - and isn't - and how it applies to government
- ✓ Best practices for working digitally
- ✓ The top trends driving digital transformation worldwide

## Busrides

Bite-sized learning about digital technology and government

**Q3/Q4**

- Link Busrides content to Discover Series offerings
- Exploring LinkedIn Learning licensing
- Develop FWDThinking Series
- Build content partnerships
- Experiment with learning paths and content curation

**Engagement**

(2019-2020)



**Users**  
17,236



**Page views**  
90,449

## FWDThinking: Talk Show Series

Hosted by Alistair Croll  
Built in partnership initiative with FWD50 organizers, FWDThinking is a learning series in a talk show format about how to do government differently, using the culture, practices and technologies of the digital era

Ep. 1	Ep. 2	Ep. 3	Ep. 4	Ep. 5	Ep. 6
<b>Thinking Forward</b> Explore the intersection of government and technology	<b>Empowering Product Teams</b> Learn about product management in a public sector context	<b>Principles and Practices for Government in the Digital Age</b> A playbook for government in the digital era	<b>The Tyranny of Analytics</b> Its an expanded discussion of Pia Andrew's comment in Ep. 1	<b>Canada's Journey Towards Digital Government</b> Lead up to the Digital Nations Summit and FWD 50 Conference	<b>Rhetoric and Reasoned Debate</b> A discussion on trust in public institutions

## Top Articles

- Going Remote Guide** (21, 004 page views)
- Remote Work, Defined** (6, 291 page views)
- Going Remote Guide for Employees** (5, 979 page views)

## Latest Article

**Listening can be just the opposite of what we might think**

## Digital Events

Helping public servants increase their digital acumen, build networks, and engage with experts from digital-related sectors, nationally and internationally

	September	October	November	December	January	February
<b>Events Schedule (2020-2021)</b>	<b>Remove Bias and Build Trust in Your Data</b>	<b>Annual Cyber Security Conference</b>	<b>Annual Digital Open Government Forum</b>	<b>Accessibility in the Digital Age</b>	<b>Why Leaders Need to Learn about Cloud</b>	<b>Digital Government Transformation and Policy Consideration</b>

## Let's Talk Accessibility First in the Digital Age (Dec 7, 2020)

As part of International Day of Persons with Disabilities, join top national and international experts to better understand what accessibility means in the digital age and how you can integrate an accessibility first mindset into your work.

<b>SPEAKERS</b>	Maayan Ziv, Founder, Access Now Abigail Kidd, Policy Analyst, Policy, Office for Disability Issues Chad Leaman, Director, Innovation, Neil Squire Society
<b>MODERATOR</b>	Luna Bengio, Principal Advisor to the Deputy Minister, Office of Public Service Accessibility, Treasury Board of Canada Secretariat
<b>LANGUAGE</b>	English, sign language and CART



## CSPS Accelerator (Premium Cohort 3)

Pre-accelerator coming in Q4, Accelerator in Q1, 2021

**THEME** The CSPS Accelerator is a three-month intensive innovation accelerator that provides hands-on learning opportunities combined with the coaching and mentoring needed to design, prototype and test successful user-centered government services.

**OBJECTIVES**

1. more digitally-capable employees and management
2. more effective teams
3. more successful, more modern, user-centered projects and products.

### OPTIMIZED FOR PARTNER DEPARTMENT SUCCESS:

The CSPS Accelerator is focused on "intact" teams - that is, teams formed by partner departments specifically to design and develop a new (or improved) product or service



"The CSPS Accelerator is not time away from their job, this is their job."

## Virtual Expo

Exploring new ways to deliver virtual events

Attendees can easily visit virtual kiosks, access event information, view event presentations via a virtual lobby, leveraging immersive technologies to create an interactive, engaging and delightful user experience.

