The CSPS Digital Academy

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

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Our Courses

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

Topic	Overview	Courses		Self-paced Skillsoft courses
Leadership	**What does it mean to be a leader in the digital era?** This suite of courses introduces leaders to the culture, practices and technologies that have changed all sectors of society, including government.	DDN204: Discover Digital for Executives / DDN206: Modernizing Public Services for Managers	• Exploration of key concepts • Interactive virtual session • Workplace challenge	**2 courses** Top courses for learners: • DDN105: Enabling Business-IT Collaboration and Strategic Alignment (DDN105) • DDN214: Best Practices for Digital Transformation • DDN224: Rethinking Business Models to Enable Digital Transformation
Digital	**Digital in Practice** 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.	DDN202: Digital in Practice / DDN201: How to be Digital in the Canadian Public service / Learning Path: Discover Digital	• Why the digital shift? • Digital behaviours • The Government of Canada digital standards	**3 courses** Top courses for learners: • DDN226: Exploring Customer Journey Mapping • DDN228: Achieving Customer-centric Design with User Personas • DDN105: Enabling Business-IT Collaboration and Strategic Alignment
Data	**Discover Data** aims to develop data competencies in support of a data-literate workforce and create a common language around data.	DDN301: The role of Data in Digital Government / DDN302: How data Literate are you? / DDN303: A self directed guide to understanding data / Learning Path: Discover Data		**6 courses** Top courses for learners: • DDN307: Making data-driven decisions • DDN308: Exploring Data Visualization • DDN310: Organizing Business Data with Data Modeling • DDN234: Turning Social Intelligence into Actionable Insight • DDN305: Big Data Fundamentals • DDN306: Big Data Interpretation
Cloud	**Discover Cloud** 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.	DDN104: Discover GC Cloud / Learning Path: Discover Cloud **Coming Soon:** GC Cloud for Managers and Executives GC Cloud for Managers and Executives: Supporting the procurement of GC Cloud GC Cloud for Managers and Executives: Enabling the Deployment of GC Cloud		**1 course** Top courses for learners: DDN110: Embracing the Cloud for Business Efficiency
Agile	**Discover Agile** provides a practical overview of what it means to create an Agile culture in the Government of Canada.	DDN208: Introducing Agile to the Public Service (self-paced learning)		**4 courses** Top courses for learners: • TRN225: The Agile Leader • TRN226: Embracing an Agile Culture for Business Growth • TRN227: Developing and Supporting an Agile Mindset • TRN228: Agile stakeholder engagement and team development
Cyber Security	**Discover Cyber Security** provides best practices and practical tips to help public servants stay safe online.	DDN235: Discovering Cyber Security / Learning Path: Discover Cyber Security / DDN231: Cyber Security in the GC for Non-IT Employees / DDN 232: Cyber Security in the GC for Home and Telework (CSE) / DDN233: Cyber Security in the GC and Online Exposure (CSE)	• Defining Cyber Security • Why is it important and how does it relate to you? • How to stay cyber safe	**1 course** DDN109: Network Security Threats and Their Impacts
Artificial Intelligence	Explore how **Artificial Intelligence (AI)** and related technologies are disrupting business, showcase use cases of AI in a government context and discuss policy instruments, ethical AI and AI procurement.	**Coming Soon:** V020: Discover Artificial Intelligence	• Defining AI • Implications of AI • AI in a public sector context	**3 courses** Top courses for learners: • DDN219: Transforming the Workplace with AI • DDN220: Getting started with Machine Learning • DDN218: Reaching Efficient Solutions w Computational Thinking
Design	**Discover Design** introduces public servants to basic principles and techniques of human-centred design, which is about ensuring internal and external policies programs, services, and products fit real needs of real people.	DDN207: Introduction to Human-Centered Design / DDN223 Inclusive by Design: Applying the GC Digital Standards and Gender-based Analysis Plus / Learning Path: Discover Design	• What is human-centred design? • Problem-facing techniques • Empathy and user research • Inclusive design and accessibility	**3 courses** Top courses for learners: • DDN225: Building a Culture of Design Thinking • DDN226: Exploring Customer Journey Mapping • DDN227: Exploring the Relationship between UI/UX design Search "Design Thinking" for more

DDN201: How to be digital in the Canadian public service

A 6-week micro-course 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

Microlearning

Bite-sized learning about digital technology and government

🚌 **BUS RIDES**

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Events

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

Events Schedule (2022-23)

November

Annual Digital Government Forum: The Need to Build Modern Services for All	Agile and Product Management	2023 Data Conference

Annual Digital Government Forum: The Need to Build Modern Services for All

Date and time: November 22, 2022 | 10:30 am to 3:30 pm (ET)
Registration deadline: November 22, 2022, 10:00 am (ET)
Language: Bilingual, with interpretation in both official languages

Citizens' expectations of government services are changing. They increasingly want easily accessible and flexible services that are available at any time and on any device. Eighty percent of Canadians think navigating government services would be simpler with more digital tools.

This learning event will show participants the importance of improving how we deliver secure, modern, equitable services that are available to all. Leaders in the digital service realm will discuss how the context for service delivery is changing, the challenges organizations are facing, and how government can meet people's current, as well as future, needs and expectations.

CSPS Digital Accelerator

The CSPS Digital Accelerator provides an opportunity for public servants to learn about and practice collaborative, open, human-centered, and iterative ways to define problems and develop solutions. Through a mix of online self-paced and facilitated workshops offered virtually, participants will address a real business problem facing their organization and work together to develop a concrete solution to resolve it.

Topics include:
• Design thinking - applying strategies to reframe problems, brainstorm solutions and use prototypes
• Agile - developing products incrementally and in short iterations
• Product management - guiding a product through each step of its lifecycle
• Service design - establishing a design process and identifying skills to develop and improve services

Objectives and outcomes:
• Offers a suite of experiential learning opportunities for all public servants
• Provides an accelerated learning process for teams that cultivates a network of digitally capable employees
• Supports the development of digital skills across the GC and addresses real business problems using modern methods

The CSPS Digital Accelerator continues to evolve to meet the needs of public servants as it is currently building its next iteration.