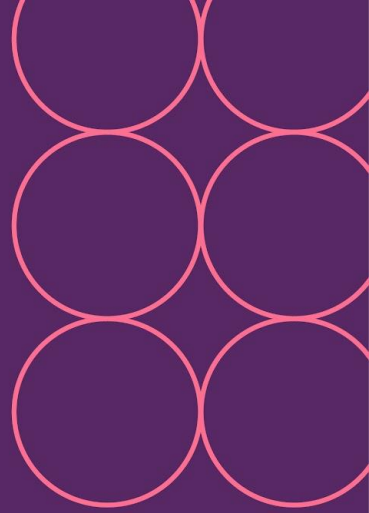# CAREER BOOT CAMP

AI & DIGITAL LITERACY IN THE PUBLIC SERVICE

SESSION 7

2026

INSTRUCTIONS

- All attendee microphones and cameras are deactivated. The chat is disabled for attendees, but we will use it to send resources.

- Please use the Q&A button to ask your questions. Vote for a question you like by pressing the Thumbs Up button.

- This session will be given in English only. The French session is given simultaneously. To join the French session instead, exit this page, go to Sessions, and click the French equivalent.

- All the sessions are being recorded and will be available on the FYN-RJFF YouTube channel in the 24 hours following the session.

REMINDER

- This session includes discussion topics, vocabulary, and scenarios that some learners may find distressing.

- Please feel free to take breaks as needed. If you need support, remember that your organization's Employee Assistance Program is available **24/7**.

ADDITIONAL RESOURCES CAN BE FOUND ON OUR WIKI PAGE

JULIE
PELLERIN
(SHE/ ELLE)

- Julie is a policy analyst at Indigenous Services Canada, where she has had a varied career, from policy work at the Headquarters to program delivery in Manitoba, before coming to the Atlantic Region to work from New Brunswick, her home province.

- She holds an MA in Anthropology with a specialization in Indigenous education from Carleton University and a BA in History from Mount Allison University.

- Based in Dieppe, NB, Julie considers herself a lifelong learner with a love for adventure, from exploring hidden gems and independent bookstores to immersing herself in the great outdoors and keeping up with her beloved nieces and nephews.

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LEARNING OBJECTIVES

Define digital literacy and understand its relevance in the context of public service work

Identify key digital tools and AI technologies used in the public service

Apply best practices for using AI and digital platforms responsibly and effectively.

Explore opportunities to build digital competencies

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JIMMY
LOU
(HE/HIM)

- Jimmy is an Economist at Finance Canada, where he leads analysis on trade policy and Canada's response to international tariff measures.

- He has previously held roles at Global Affairs Canada, the Privy Council Office, and international organizations including the UN Office on Drugs and Crime and the Economist Intelligence Unit.

- He is a 2025–26 Action Canada Fellow exploring how Canada can strengthen its resilience to climate and economic shocks.

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CORI
ZAREK
(SHE/HER)

- Cori Zarek is Vice President for North America at Apolitical where she's expanding the world's largest network of public servants to give more North Americans access to peer learning communities, events, courses, and tools to get smarter on on key topics.

- Cori spent more than two decades working within and alongside government institutions. This includes serving as Deputy Administrator of the U.S. Digital Service and Deputy U.S. Chief Technology Officer both at the White House.

- Outside of government, Cori served as Executive Director of Georgetown University's Beeck Center where she launched networks and programs supporting U.S. state and local government.

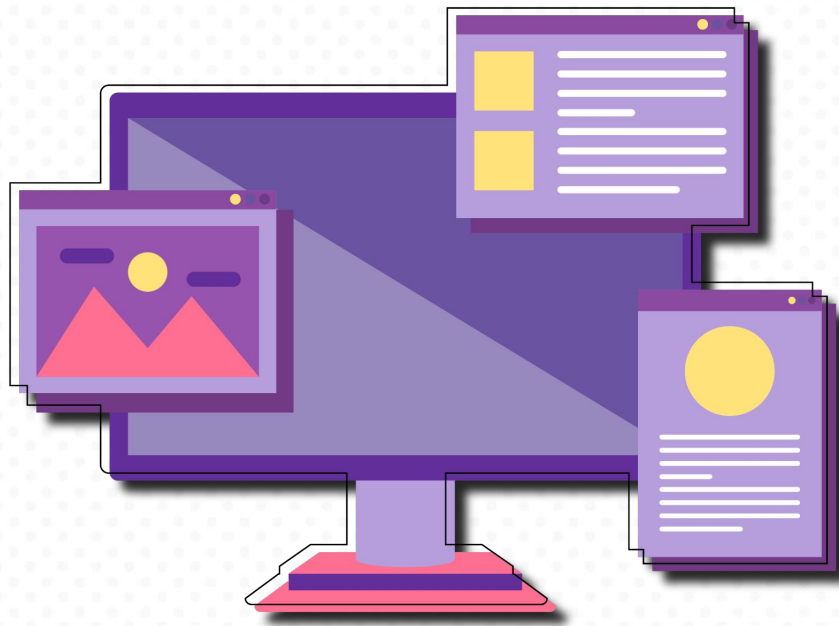CAREER BOOT CAMP

DAWN
HALL
(SHE/HER)

- Dawn Hall is a Senior Advisor on the Responsible Data and AI team at the Office of the Chief Information Officer at Treasury Board of Canada Secretariat.

- Dawn is part of a team that sets policy and provides guidance for the responsible use of artificial intelligence (AI) across the federal government. This includes leading recent work on the G7 GovAI Grand Challenge and the stewardship of policy instruments such as the Directive on Automated Decision-Making and the Guide on the use of Generative AI.

- Prior to her current role, Dawn worked on GC-wide data strategy and has experience in science communication, having previously obtained a PhD and postdoctoral training in plant biochemistry.

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WHAT IS DIGITAL LITERACY?

THE ABILITY TO FIND, EVALUATE, USE, AND CREATE INFORMATION USING DIGITAL TECHNOLOGIES.

PUBLIC SERVICE CONTEXT:

- Navigating government platforms and data systems

- Communicating securely and effectively online

- Understanding digital risks and ethics

AI IN THE PUBLIC SERVICE

EXAMPLES OF AI USE:

- Chatbots for citizen services
- Predictive analytics for policy planning
- Document automation and summarization

BENEFITS:

- Efficiency, scalability, improved service delivery

RISKS:

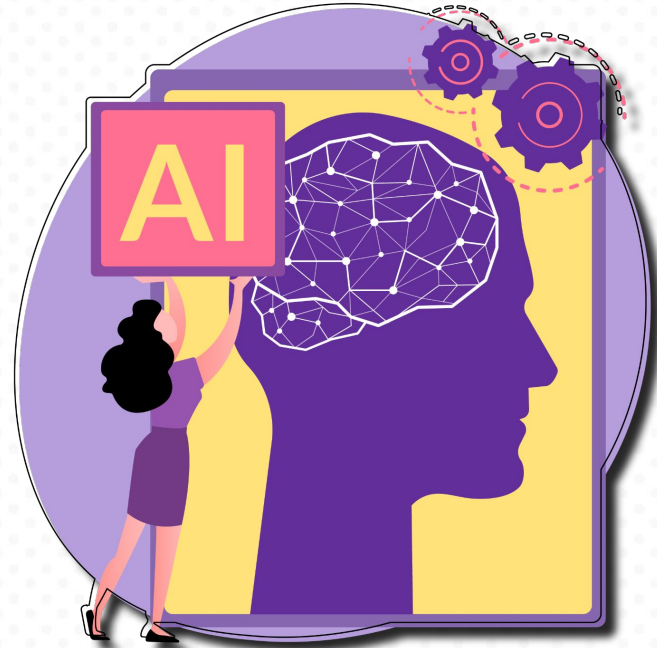- Bias, lack of transparency, data privacy concerns

ETHICAL USE OF AI

KEY CONSIDERATIONS:

- **BIAS & FAIRNESS:** How to identify and mitigate algorithmic bias

- **TRANSPARENCY:** Ensuring decisions made by AI are explainable

- **PRIVACY:** Protecting sensitive data and respecting user consent

PUBLIC SERVICE VALUES:

- Accountability, equity, inclusivity, trust

BEST PRACTICES FOR USING AI AND DIGITAL TOOLS

TIPS

Use tools with clear governance and oversight

Validate outputs with human judgment

Stay informed about updates and risks

COLLABORATION

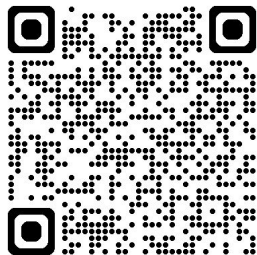Work across teams to share knowledge and ensure ethical use

ACCESSIBILITY

Ensure tools are usable by all employees and citizens

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GC DIGITAL COMPETENCIES

FOUNDATIONS OF DIGITAL CULTURE FOCUSED ON SERVICE EXCELLENCE

EXPLORE THE DIGITAL COMPETENCIES PLAYBOOK ON GCEXCHANGE!

DIGITAL LITERACY

Use and understand the power of modern tools, technologies and approaches to enhance productivity, collaboration and creativity.

INFORMATION AND DATA STEWARDSHIP

Manage, organize and use information and data to inform decisions and achieve and measure outcomes.

CYBER SECURITY VIGILANCE

Take personal responsibility for safeguarding data, information, and systems within one's work environment by consistently employing cyber security best practices and departmental standards.

DIGITAL RESPONSIBILITY

Demonstrate ethical and legal behaviours in the use of digital tools.

INCLUSIVE INTERACTIONS

Ensure that documents, communications, and interactions are accessible, inclusive, equitable and usable by all in any setting.

CONTINUOUS IMPROVEMENT

Enhance work based on ongoing collaboration, feedback, and learning to solve problems and deliver value in a timely manner.

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EXAMPLE CONTINUOUS IMPROVEMENT

ENHANCE WORK BASED ON ONGOING COLLABORATION, FEEDBACK, AND LEARNING TO SOLVE PROBLEMS AND DELIVER VALUE IN A TIMELY MANNER.

WAYS TO DEMONSTRATE THIS COMPETENCY INCLUDE:

- Taking responsibility for one's own learning and progress in a digital environment.
- Asking for online feedback and being open to comments and suggestions.
- Identifying opportunities for improving work with digital approaches.
- Collaborating with others, using digital tools to explore new solutions.

KEY SKILLS, KNOWLEDGE AND ATTRIBUTES:

CRITICAL THINKING	ADAPTABILITY	SEEKING FEEDBACK
AUTONOMY	CREATIVE THINKING	SELF-DIRECTED LEARNING

EXAMPLE: A POLICY ANALYST

I spend a bit of time asking myself, well, what are some things that we could do to improve things?
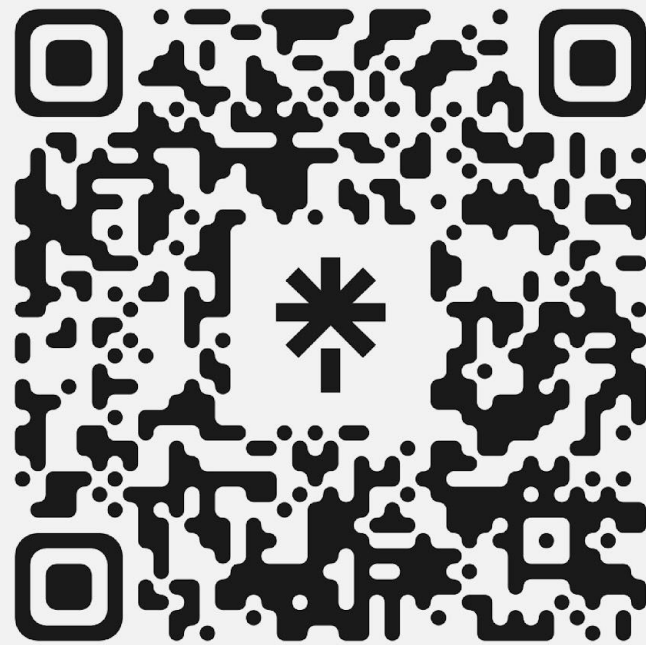
*Collaboration also goes hand-in-hand with learning.
You learn from each other and from the public who's using our products and services. It's important to consult with people to understand how we can improve.*

Be open to discover and change!

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QUESTIONS

THANK YOU

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UPCOMING SESSIONS

SESSION 8

LOOKING AHEAD: RESILIENCE, OPPORTUNITY AND THE FUTURE OF WORK

JANUARY 29

2:30pm –3:30pm (EST)