

Career Boot Camp 2024

The key digital skills you
need to succeed as a new
public servant

Presented by the Federal Youth Network



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, go to Sessions in the Lobby, and join the French equivalent session.
- All the sessions are being recorded and will be available on the FYN-RJFF YouTube channel in the 24 hours following the session.

Christina Bondi

She / Her

- Christina started her career in the federal public service in 2020. She currently works as a Writer for the Public Sector Experimentation team at the Canada School of Public Service.
- She is passionate about storytelling, plain language, and public sector innovation.
- Christina holds a master's degree in Information (Culture & Technology) and an honours bachelor's degree in Arts (Classical Civilization) from the University of Toronto.



Learning Objectives

- Understand what “digital” means in a public service context
- Learn key digital skills for all public servants
- Gain awareness on tools and resources to leverage to learn and develop digital skills
- Learn how to use the GC digital standards to advance your career and promote positive change in the public service

Share your thoughts
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How much do you already know about this topic?



Anna Wong

She / Her

- Anna is currently the Director of Digital Talent Development at the Treasury Board of Canada Secretariat where she is focused on developing and upskilling digital talent across the Government of Canada.
- As a first generation Chinese Canadian, Anna is passionate about designing and delivering better government services so that more people can benefit from all that Canada has to offer. She lives for opportunities to build and empower teams to do good government – from scaling pilots to become products and services, simplifying systems and structures, to raising the bar on digital literacy and business acumen.



Gigi Chang

They / Them

- Gigi Chang is the Product Manager for the Integrated Channel – Client Interface at Service Canada, a team looking at what building a seamless client experience moving through phone, in-person, and online channels looks like.
- Previously, they were on the Digital Talent team, working to understand and identify the skills needed to deliver empathetic, human-centered services. A passionate public servant, they have worked at both the provincial (Ontario) and international (Malawi, South Africa, Nepal) levels before joining the Government of Canada.



Derek Alton

He / Him



- Derek is the Community Insights Lead for Apolitical, a global social learning platform for public servants. In this role he fosters connections and the sharing of best practices in public service around the world.
- Derek has spent the last 15 years studying how to foster public sector innovation and digital transformation. This passion has taken him from academia (BA - Political Science, Graduate Diploma - Social Innovation, and an MA - Community Psychology) to Government where he spent 6 years with the GC (PCO, TBS, and ISED). His core passion is building global communities of practice amongst public servants.

What is Digital?

It is how the integration of people, skills, behaviours, information and technology **shape our work and the ways in which we interact.**

Digital Competencies for **all public servants**

Pre-beta version

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. Understanding the benefits and consequences of interacting with the ever-changing digital realm.

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.



Design ethical services

Design with users

Iterate & improve frequently

Build in accessibility from the start

Work in the open by default

Empower staff to deliver better services

Collaborate widely

Be good data stewards

Address security & privacy risks

Use open standards & solutions

Case Study: Integrated Channel - Common Interface

What?

To improve service delivery at Service Canada, the Integrated Channel - Common Interface project will design, architect, and implement a digitally enabled common layer that empowers clients to self-serve wherever possible, and Service Officers to support clients to resolve their queries quickly and efficiently.

How?

Establishing clear client and employee experience standards and practices

Building a shared interface and digital products to create smooth client experience

Organizational and operating model





Learning from Best Practices Around the World

Why

- **Saves resources** (time, money)
Don't reinvent the wheel
- **Strengthens your case** and reduces risk
Point to global examples
- **Foster mastery** in your field
Stay on top of best practices

Where

- **Key platforms** that share best practices
(e.g. Apolitical and OECD)
- **Thought Leaders**
(e.g. Sean Boots, Ryan Androsoff, Pia Andrews)
- **International CoPs and Events**
(e.g. Apolitical and Digital Service Network)



Countries to Watch

- **Estonia** - Data Interoperability (X-Road)
- **Ukraine** - Digital Service Delivery (Diia)
- **Singapore** - AI Chatbots (Virtual Intelligent Chat Assistant)
- **EU** - Regulation (GDPR and the AI Act)
- **UK** - Documentation and Communities of Practice (Digital Service Design)
- **India** - Digital Identity (Aadhaar)
- **USA** - Civic Tech (US Digital Response and Code for America)
- **British Columbia** - Procurement (BC Dev Exchange)

Q&A Time



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Thank You



Upcoming Sessions

- Annual **In Person Learning Days** across each Province throughout 2024.
- **Departmental Showcase** - From June 11 to August 20, 2024, join us every Tuesday to hear about cool jobs, common role responsibilities, and bust misconceptions from future leaders in their departments.
- **Welcome to the GC** - This half-day virtual event will help participants navigate their career in the GC.
- More info on all the above dates and locations can be found on our FYN Wiki page.



Compétences en matière de numérique pour **tous les fonctionnaires** (version 16)

Qu'est-ce que c'est?

Ces compétences visent à moderniser la manière dont le gouvernement du Canada utilise les aptitudes, les connaissances, les attributs et les comportements pour développer, recruter et évaluer les capacités des individus et des équipes.

Il s'agit de la version 16, la version pré-bêta que les groupes de travail ont publiée en novembre 2023.

Littératie Numérique



Utiliser des outils et des technologies modernes pour améliorer la productivité, la collaboration et la créativité.

Intendance de l'information et des données



Gérer, organiser et utiliser les informations et les données afin d'éclairer les décisions et atteindre des résultats.

Vigilance face à la cybersécurité security vigilance



Assumer la responsabilité personnelle de la protection des données, des informations et des systèmes dans son environnement de travail en appliquant systématiquement les meilleures pratiques en matière de cybersécurité et les normes ministérielles.

Responsabilité numérique



Faire preuve d'un comportement éthique et légal dans l'utilisation des outils numériques. Comprendre les avantages et les conséquences de l'interaction avec le monde numérique en constante évolution.

Interactions inclusives



Veiller à ce que les documents, les communications et les interactions soient accessibles, inclusifs, équitables et utilisables par tous, quel que soit le contexte.

Amélioration continue



Améliorer le travail sur la base d'une collaboration, d'un retour d'information et d'un apprentissage continu afin de résoudre les problèmes et d'apporter une valeur ajoutée dans les délais impartis.