

# TECHNATION<sup>CA</sup>

*Industry Insider Newsletter*

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## Improving digital service delivery: A frank discussion about the federal government's ability to provide all services online by 2025



On February 13, TECHNATION hosted an Executive Briefing session with Aaron Snow, CEO of the Canadian Digital Service, and Hillary Hartley, Chief Digital Officer and Deputy Minister for Digital Government in the Province of Ontario, to address the current and future state of government digital service delivery.

This event, held at the Shaw Centre (Ottawa), included discussions about Mr. Snow's rejuvenated role under this Parliament, with special focus on HR pay modernization and the delivery of digital services across the federal portfolio, and Ms. Hartley's perspective on the transformations underway in the provincial government, and how the Ontario Digital Service plans to collaborate with both internal and external partners to advance the mission of making government simpler, faster and better.

Mr. Snow noted that the Canadian Digital Service (CDS) is prepared to accept the challenge of the Innovation, Science and Economic Development Canada's (ISED) Digital Industries report, which implored the federal government to provide all its services online by 2025. He addressed what's possible and how together with industry, the CDS can meet those expectations.

Hillary Hartley has noted that the people of public service are impact-driven, working hard to meet the changing expectations of the public, communities and businesses. Technology has not changed our shared mission of service; it has given them new tools. Ms. Hartley provided concrete examples of how we can create simpler, faster, better services for Ontarians, together.



Both Hartley and Snow worked at 18F, an innovation incubator and consultancy inside the U.S. Government's General Services Administration that helps government agencies build and buy digital services, introducing modern digital procurement, design and development methodologies to help provide government services more efficiently and effectively.

After presentations from each speaker, the event concluded with a 'fireside chat', giving participants an opportunity to ask questions.

Through this Executive Briefing, members were able to engage directly with chief decision makers in the federal and Ontario governments on digital transformation. Members were called to act as allies in the continued push towards open and structured data.

Our thanks to the following members for providing sponsorship: Accenture (Co-host sponsor); IBM (Breakfast sponsor); Wipro (Event sponsor); and Pluralsight (Event sponsor).