



Welcome

DPI Seminar: Change Management with Transport Canada

December 15, 2021



Today's Agenda

- Introductory Remarks
 - **Pauline Martin**, Senior Industry Manager, Government and Healthcare
- Fireside chat
 - **Tracey Boicey**, Director General, Business Solutions Directorate, Transport Canada
 - **Sohail Manoussi**, Client Executive, Federal Government, Microsoft Canada
- Closing Remarks
- Live Q&A

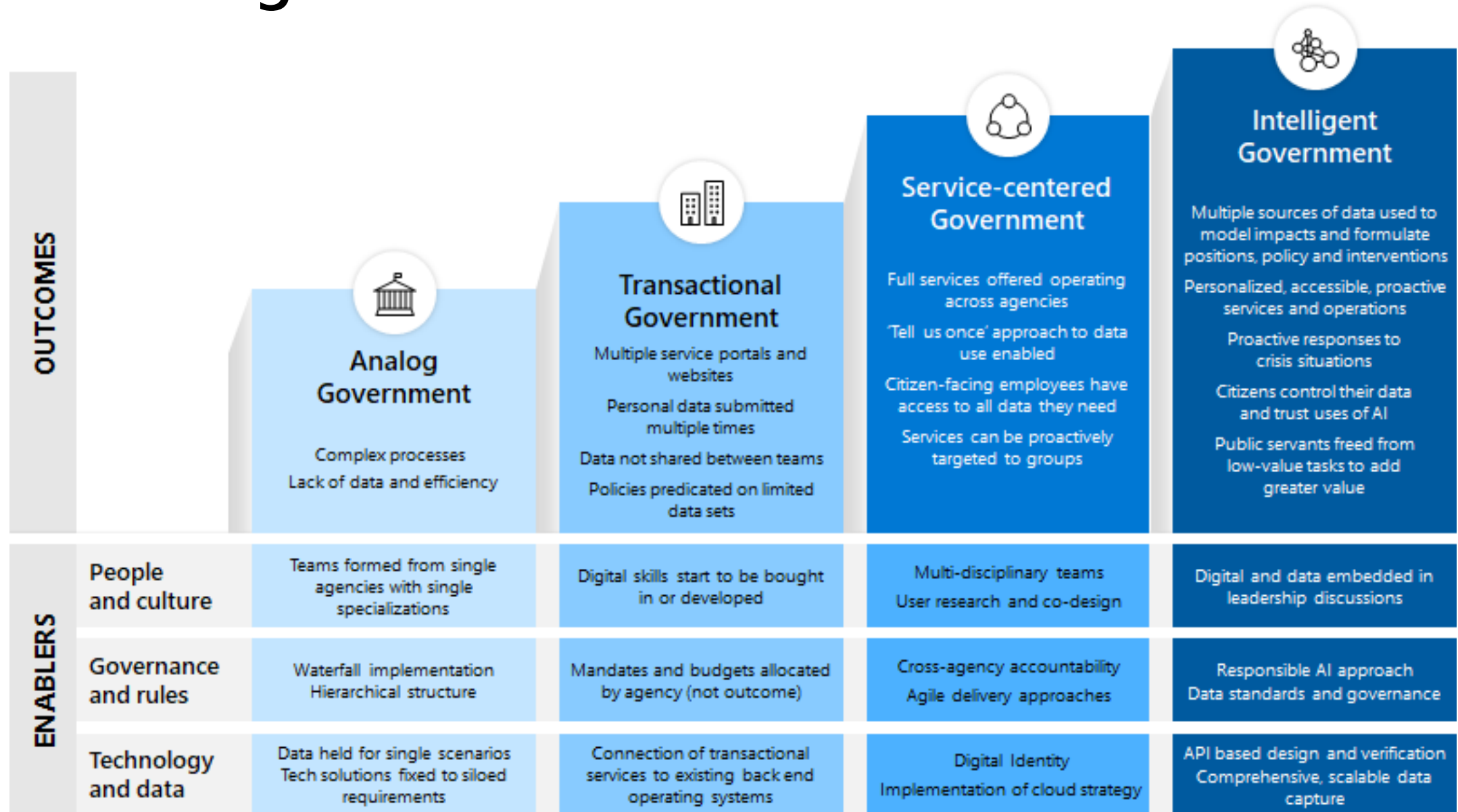


Digital Transformation in Federal Government

Pauline Martin

Senior Industry Manager, Government and Healthcare

Phases of government evolution



OUTCOMES

Analog Government

Complex processes
Lack of data and efficiency

Transactional Government

Multiple service portals and websites
Personal data submitted multiple times
Data not shared between teams
Policies predicated on limited data sets

Service-centered Government

Full services offered operating across agencies
'Tell us once' approach to data use enabled
Citizen-facing employees have access to all data they need
Services can be proactively targeted to groups

Intelligent Government

Multiple sources of data used to model impacts and formulate positions, policy and interventions
Personalized, accessible, proactive services and operations
Proactive responses to crisis situations
Citizens control their data and trust uses of AI
Public servants freed from low-value tasks to add greater value

ENABLERS

People and culture

Teams formed from single agencies with single specializations

Digital skills start to be bought in or developed

Multi-disciplinary teams
User research and co-design

Digital and data embedded in leadership discussions

Governance and rules

Waterfall implementation
Hierarchical structure

Mandates and budgets allocated by agency (not outcome)

Cross-agency accountability
Agile delivery approaches

Responsible AI approach
Data standards and governance

Technology and data

Data held for single scenarios
Tech solutions fixed to siloed requirements

Connection of transactional services to existing back end operating systems

Digital Identity
Implementation of cloud strategy

API based design and verification
Comprehensive, scalable data capture



Fireside Chat – Culture & Change Management

Tracey Boicey, Director General, Business Solutions Directorate, Transport Canada
Sohail Manoussi, Client Executive, Federal Government, Microsoft Canada

TC AND MICROSOFT



Azure


eBIDA Azure

- Increase evidence-based decision making.
- Integrated data ecosystem.
- Data Silos removed.
- Capacity to support big data.



Office 365

Work from anywhere and any PLACE



Dynamics 365 in Azure Stakeholder Management and Consultation and Engagement


- Currently Comms, OPP, and ICU (Indigenous Consultation Unit) using this across the country
- The tool is used for master stakeholder data management as well as for consultation and engagement information for all external stakeholder interactions.



Microsoft Azure DevOps

Used for the development of solutions, across everything we do at Transport, such as:

- Azure Boards – Agile tools to plan, track, and discuss work across teams.
- Azure Pipelines – Build, test, and deploy with Continuous Integration and Continuous Delivery (CI/CD)
- Azure Repos – Cloud hosted Git repositories.



Dynamics 365 and Azure Cloud


Two cloud based solutions in production. Internal system (NAVINFO) built using Dynamics 365. Public facing Common Project Search (CPS) in Azure Cloud instance that draws data from multiple government organizations. External Search System (ESS) under redevelopment and will move from on-premise to Azure Cloud by April 2020. Cloud also in use for the Wrecked Abandoned Registry.

Note: NAVINFO and Wrecked Abandoned Registry are the first Protected A solutions in the cloud.



Cost Recovery leveraging Dynamics

For project management, time tracking, and service costing.



My Virtual Teams

MS Teams Collaborate



MS Translate

Multilingual machine translation service



Intelligent FAQ Bots

Smart virtual assistant

AI Rail Data


External file & data sharing

Collaboration with other departments (e.g., working with DFO on Oceans Protection Program initiatives)



Microsoft 365 and GCdocs integration

Integrated platform that enables an information advantage to empower business processes



Power BI Analytics

Enables users to explore, mine, and visualize local data using Power BI desktop. Also enables sharing across the department through a Power BI Server. Near future will offer broader sharing capability and performance by integration with Cloud services, and through usage of embedded publishing capabilities to provide interactive visuals for open data publications.



Microsoft Dynamics HoloLens 2

Build and conduct inspections with augmented reality



Integrated cloud



Live Q&A

Share your questions in the chat or via audio and video.



Thank you for joining today.

Connect with us.

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