



Ensuring Technology Adds Real Value and Advances Your Organization's Goals

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Strategies to help you succeed...

- ▶ Distinguishing between a tool looking for a problem to solve vs. a real value-add to the technology portfolio
- ▶ Questions to ask when benchmarking technology against your short and long-term goals
- ▶ Resisting the “shiny new object”: strategies for staying focused on your vision and finding technology to support that vision
- ▶ Looking at ways to collaborate to find the right solution



This presentation is about and intended for...

- ▶ The standard functionality that every government entity (and most of all businesses) need to operate successfully
- ▶ Approaches you can use while cleaning up and dealing with your technical debt
- ▶ Those looking to ask questions and are willing to change and evolve as you go

This presentation is not...

- ▶ A recommendation for or against any particular product or solution
- ▶ A crystal ball or magic formula that will allow you to understand and decode all technology for all time
- ▶ For any one whose need is
 - ▶ the military use of technology
 - ▶ bleeding edge research to accomplish specific goals
 - ▶ trying to monetize or generate some profit
 - ▶ some other fringe use cases

Distinguishing between a tool looking for a problem to solve vs. a real value-add to the technology portfolio



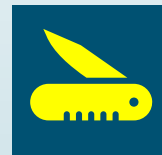
Low Cost / Low Risk

Try before you buy / low barriers to entry / willing to adapt as you consume.



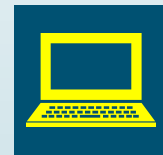
Known or Proven Gap

You are doing something manually, slowly or not at all and it is causing a real business problem.



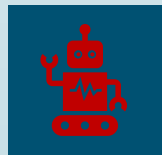
Swiss Army Knife

Lots of functionality but rarely the best at any one thing.



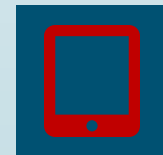
Click Bait

Top 10 lists can get you started but you need to go much deeper.



In a galaxy far, far away...

Do you really need to set the trend for this core piece of functionality?



Hardware Appliance

Are you about to lock yourself into a physical device?

Questions to ask when benchmarking technology against your short and long-term goals

Financial	<ul style="list-style-type: none"> • Implementation costs & ongoing costs • Licensing model and expansion, • Source of funds • Return on investment / Cost per citizen
People	<ul style="list-style-type: none"> • Number of people to implement versus operate? • Accessibility • Any special skill set (s) required?
Technology	<ul style="list-style-type: none"> • Deployment Model • Connectivity Model • Open Source • Integration & Interoperability • Security
Data	<ul style="list-style-type: none"> • System of record / role in the enterprise • Is the data accessible? • Size and growth rate? • Retention and archiving
Governance	<ul style="list-style-type: none"> • System of record / role in the enterprise • Is the data accessible? • Size and growth rate? • Retention and archiving

Business Outcomes

Capabilities

Usability
 Performance
 Certifications
 Scalability
 Transparency
 Availability
 Reputation
 Enablement

Canadian

Resisting the “shiny new object”:

Strategies for staying focused on your vision and finding technology to support that vision



Instrument your business

Know your numbers

Identify your **REAL** pain points

AND /
OR



Have a roadmap

Proactively plan the journey

Act, Learn, & Adjust every cycle

AND /
OR



Cost of adoption

Return on investment /
Time to value

Cost per citizen
Incremental cost per customer



Looking at ways to collaborate to find the right solution

- ▶ User centric design → define personae and create use cases
- ▶ Describe outcomes and experiences
- ▶ Start small and iterate
- ▶ MVPs (minimal viable product) or MDEs (minimal delightful experience)
- ▶ Work in the open and be transparent
- ▶ Networks of Expertise & Communities of Practice
- ▶ Technology meet ups
- ▶ GCCollab / GCConnex → GCXchange



References & Useful links



- ▶ [Appendix C: Mandatory Procedures for Concept Case for Digital Projects \(Policy on the Planning and Management of Investments\)- Canada.ca \(tbs-sct.gc.ca\)](#)
- ▶ [Directive on Service and Digital- Canada.ca \(tbs-sct.gc.ca\)](#)
- ▶ [GC Enterprise Architecture - wiki \(gccollab.ca\)](#)
- ▶ [GC Cloud Infocentre - wiki \(gccollab.ca\)](#)
- ▶ [Application Modernization - wiki \(gccollab.ca\)](#)
- ▶ [get ready! gcxchange is coming! \(canada.ca\)](#)