

The future of corporate services in the public sector

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Executive Summary

COVID-19 induced changes are disrupting the economy and society as a whole.

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Canada is facing unprecedented labour market and fiscal challenges.

Governments across all jurisdictions were in the midst of a digital transformation prior to COVID and have had to balance the need to provide programs and support for citizens impacted by the crisis while simultaneously accelerating their transformations AND developing and implementing economic recovery strategies.

Fit for Purpose meets Connected Digital Enterprise for G&PS

2

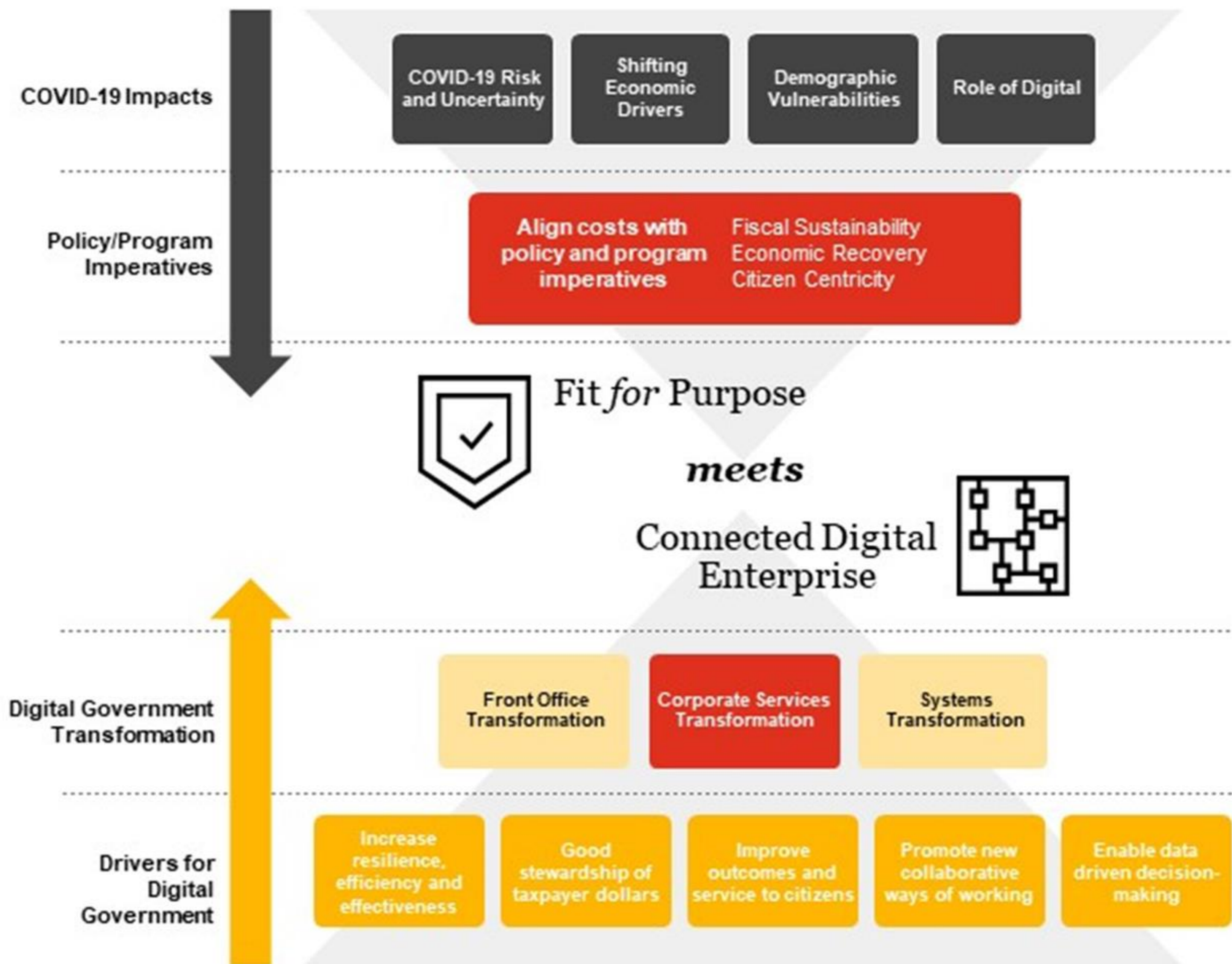
Applying a Fit for Purpose lens paired with a Connected Digital Enterprise approach, governments can respond to these emerging impacts by smartly pivoting and accelerating their digital journeys to accelerate the delivery of citizen-focused services, normalize spending and reduce costs over time, all while leveraging a transparent, data-driven and fiscally responsible approach

In-flight drivers for digital change

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Across Canada, all jurisdictions are pursuing the development of open, user-centered and service-oriented organizations that deliver accessible and inclusive programs and services to citizens and businesses in simple, transparent, modern and effective ways that are optimized on digital platforms.

COVID-19 has intensified the need for government to *fundamentally* transform



Connected Digital Enterprise for Government and Public Sector

What is a Connected Digital Enterprise?



Process Excellence

Process Engineering

Using process mining, simulation and re-engineering tools to improve process flow and create a connected organization through workflow orchestration



Smart Technology

Intelligent Automation

Enabling effective automation through the development and adoption of technology, and the use of responsible AI and data analytics.



Human Workforce

Digitally Enabled Performance

Creating a digitally enabled workforce and enabling new ways of working to allow them to engage and excel at work



Core Technology Infrastructure

Enterprise Systems

Interface into front, middle and back office systems, such as CRM, case management and ERP technologies

Smart Digital Transformation and Governance

Framework for Success

Creating a framework for transformation, including programme, project and product management, that enables and empowers digital leadership.

Thank you

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