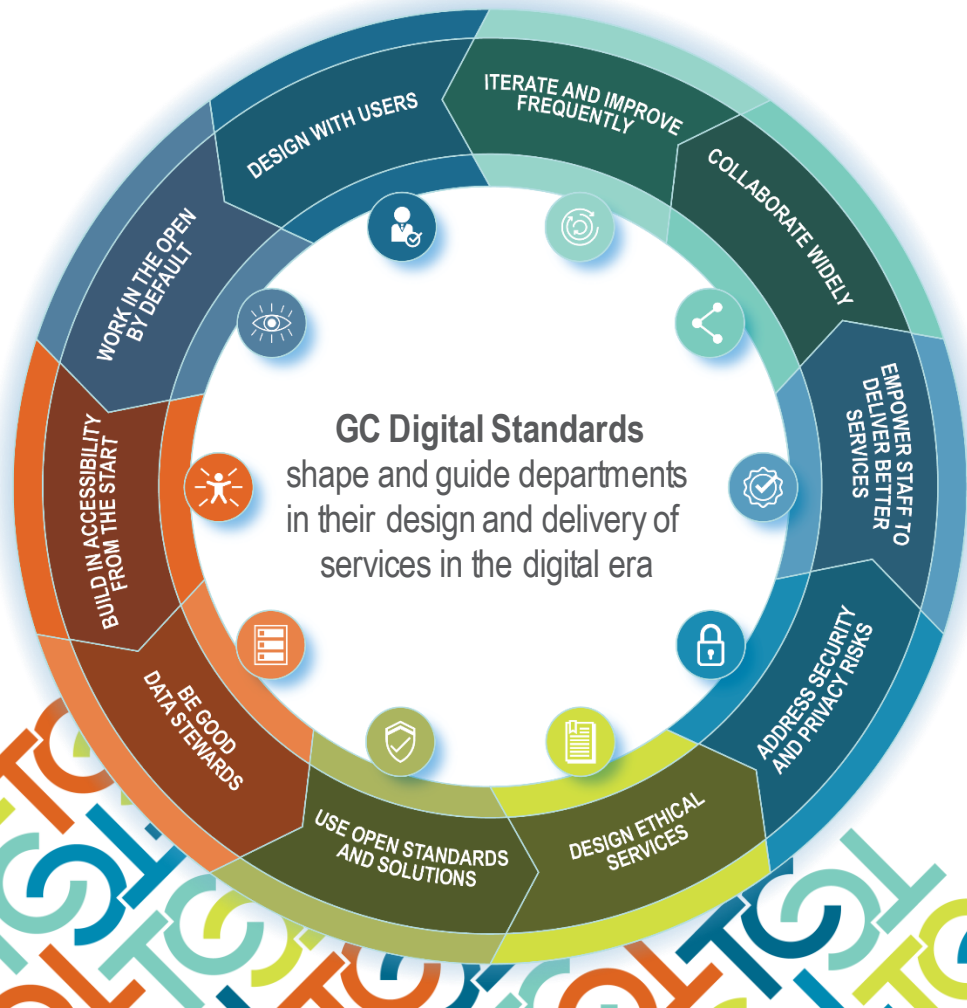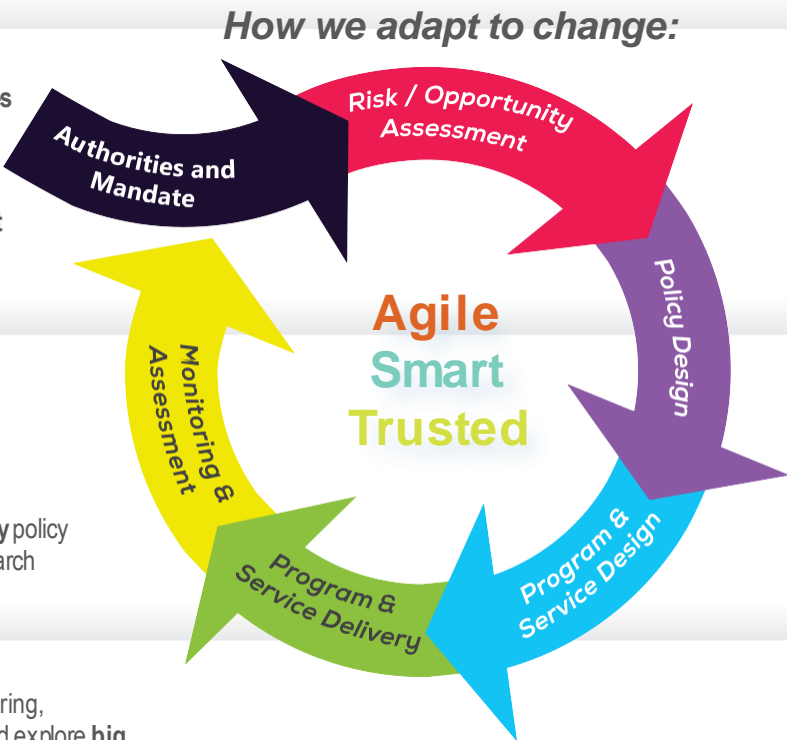# TC TRANSFORMATION
DIGITAL BY DESIGN

In response to a rapidly changing transportation sector and evolving traveler expectations – and to align with the Government of Canada's digital and Beyond2020 direction – **TC is changing how we work**

This is our **Roadmap!**
#TCFutureReady #TCDigital #InnovationTC

GC Digital Standards shape and guide departments in their design and delivery of services in the digital era

- DESIGN WITH USERS
- ITERATE AND IMPROVE FREQUENTLY
- COLLABORATE WIDELY
- EMPOWER STAFF TO DELIVER BETTER SERVICES
- ADDRESS SECURITY AND PRIVACY RISKS
- DESIGN ETHICAL SERVICES
- USE OPEN STANDARDS AND SOLUTIONS
- BE GOOD DATA STEWARDS
- BUILD IN ACCESSIBILITY FROM THE START
- WORK IN THE OPEN BY DEFAULT

KEY PILLARS OF DEPARTMENTAL TRANSFORMATION

Intelligent Policies and Programs

- Modernizing our **legislation, regulations and policies** so they are agile, responsive and risk-based
- Adopting **common oversight** (compliance and enforcement) **processes**
- Developing a **public risk management framework**
- Building an **outcomes-measurement system** to monitor the effectiveness of non-regulatory and regulatory activities
- Engaging **industry and users** on environmental considerations, technology use cases and establishing tools to enable sector innovation

Service Innovation

- Building **myTC Account,** a new online service platform for TC aligned to OneGC
- Building capacity in **user experience** research and service design through the new **Service Innovation Hub**
- Establishing **TC's service inventory**
- Establishing **modern fee structures**
- Implementing **harmonized service standards**
- Reporting on **performance against service standards** and **client satisfaction**

Transparency and Public Trust

- Strengthening **accessibility and transparency of data**
- Making **oversight information and compliance findings** public
- Building a **modern framework** that enables citizen and stakeholder engagement
- Adopting the **TC scientific integrity** policy to support transparency of TC research

Data-Driven Decisions

- Building capacity in **data science and increasing data literacy**
- Fostering **data collection, storage and access** capacity to inform internal and external decisions
- Providing the **right tools** for monitoring, analyzing and reporting on data and explore **big data** and new **disruptive technologies** (experimenting with AI, machine learning and robotics)
- Strengthening departmental **data governance**

RDIMS # 15322621

How we adapt to change:

Agile Smart Trusted

- Risk / Opportunity Assessment
- Policy Design
- Program & Service Design
- Program & Service Delivery
- Monitoring & Assessment
- Authorities and Mandate

Modernizing Transport Canada's Workforce — Beyond 2020

Delivering policies, programs and services that put users at the center of everything we do	Empowering employees with the tools, skills, and a workplace culture to succeed in the digital era	Leveraging digital technologies, data, and open ways of working to stay at the forefront of a changing world
1. MODERNIZING OUR WORKPLACE & TOOLS	**2. DEVELOPING NEW SKILLS & BEHAVIOURS**	**3. ADAPTING OUR CULTURE & PROCESSES**
• **Better technologies for mobile work devices!** Mobile devices for all employees, enhanced Wi-Fi at all locations	•**Recruiting, hiring for skillsets of the future (now)!** New digital competencies developed and used in ALL Statements of Merit Criteria	• **Adopt user-centric approaches!** Executives to regularly observe our services with real users
• **Promoting a virtual workplace!** Remote and virtual working, the right collaboration tools	• **Increasing digital literacy!** Learning Plans of ALL staff will include digital learning opportunities	• **Embrace a service culture!** Putting users at the centre of all we do
• **Going paperless!** Digital signatures, paperless processes, fewer printers	• **Encouraging experimentation!** Opportunities and recognition will be given for experimentation and innovation	• **Be inclusive and work in the open!** Support staff to be inclusive and to use social media and online collaboration tools
		• **Shift analogue processes to digital!** Every team to explore digital ways of working

Transport Canada — Transports Canada

Canada