

Digital Services Strategy and Transformation

Driven by business requirements and fueled by technology evolution, the **Digital Services Strategy** and resulting **Digital Transformation** will strengthen the organization's ability to deliver on core responsibilities.

Agenda

1. Digital Services Challenges

2. GC Digital Services Gap

- Digital Services Assessment
- Digital Services Strategy
- Digital Services Transformation

3. My Value Proposition

- Experience

Appendix

- Digital Services Maturity Assessment Excerpt



Digital Services Challenges

It is **critical** that you stay **focused** on your **mission** in order to successfully **adopt Digital Services**.

To do that you **need** a clear **Digital Services Strategy** to guide you.

Don't Get Held Back by Distractions

- Digital Services introduces many new and exciting technologies and solutions such as Artificial Intelligence (AI), Machine Learning (ML), Robotic Process Automation (RPA) that are “cool” and “shiny”.
- While “fun and exciting”, they may not help the department achieve their departmental business goals at least not in the short term.

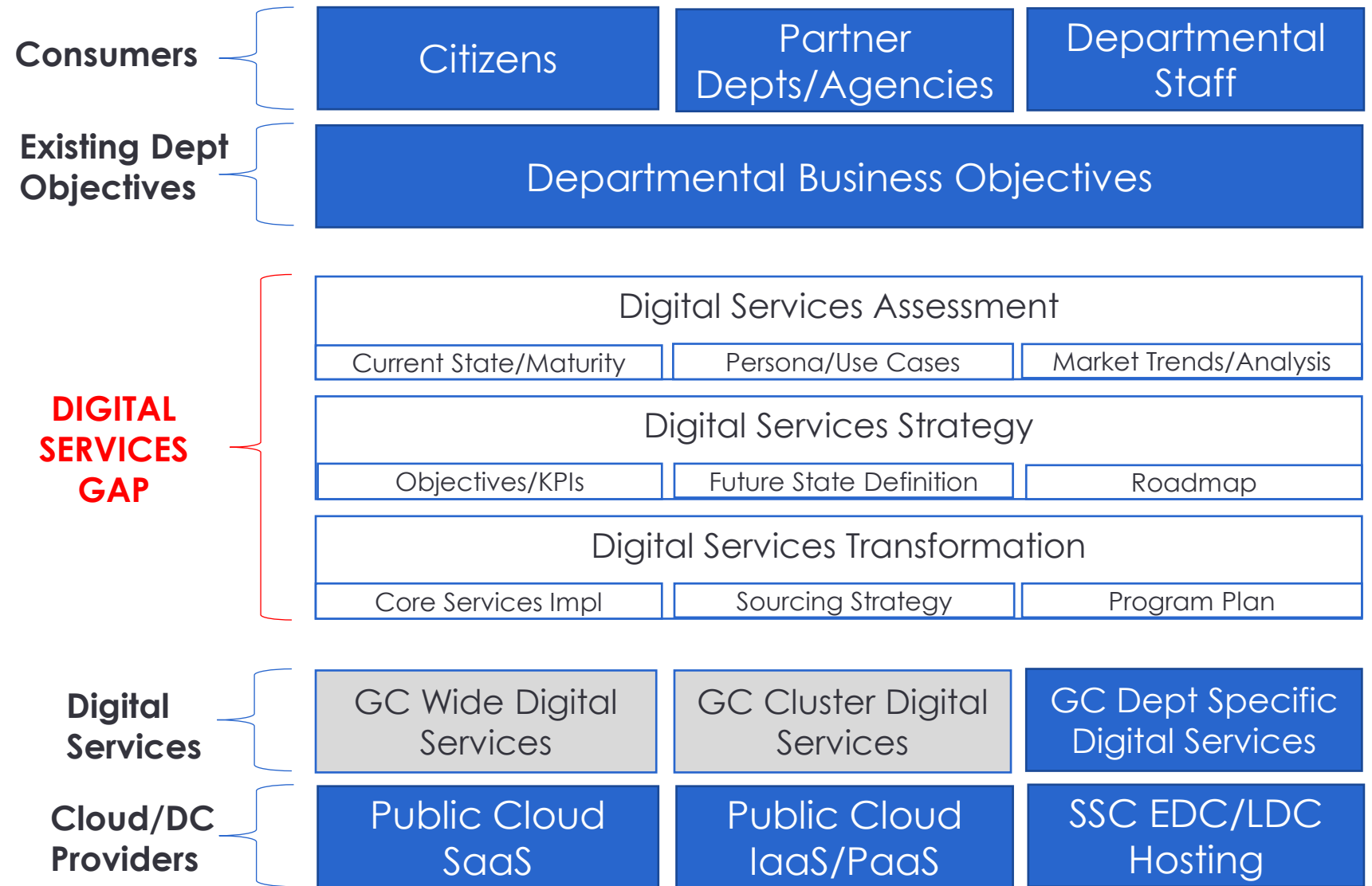
Stay Focused on your Mission

- Do the new digital services help the department meet their business objectives? What value does it bring the department to implement/migrate to those digital services?
- Is the Digital Services Strategy detailed enough to drive our direction? Does it line up with the departmental business objectives? Does the Digital Services Transformation Plan address not only the technology components but also the people and process components?

GC Digital Services Gap

Most all GC Departments have well defined **Consumers** and **Business Objectives** and many **Cloud/DC Services** and **GC Digital Services** exist today.

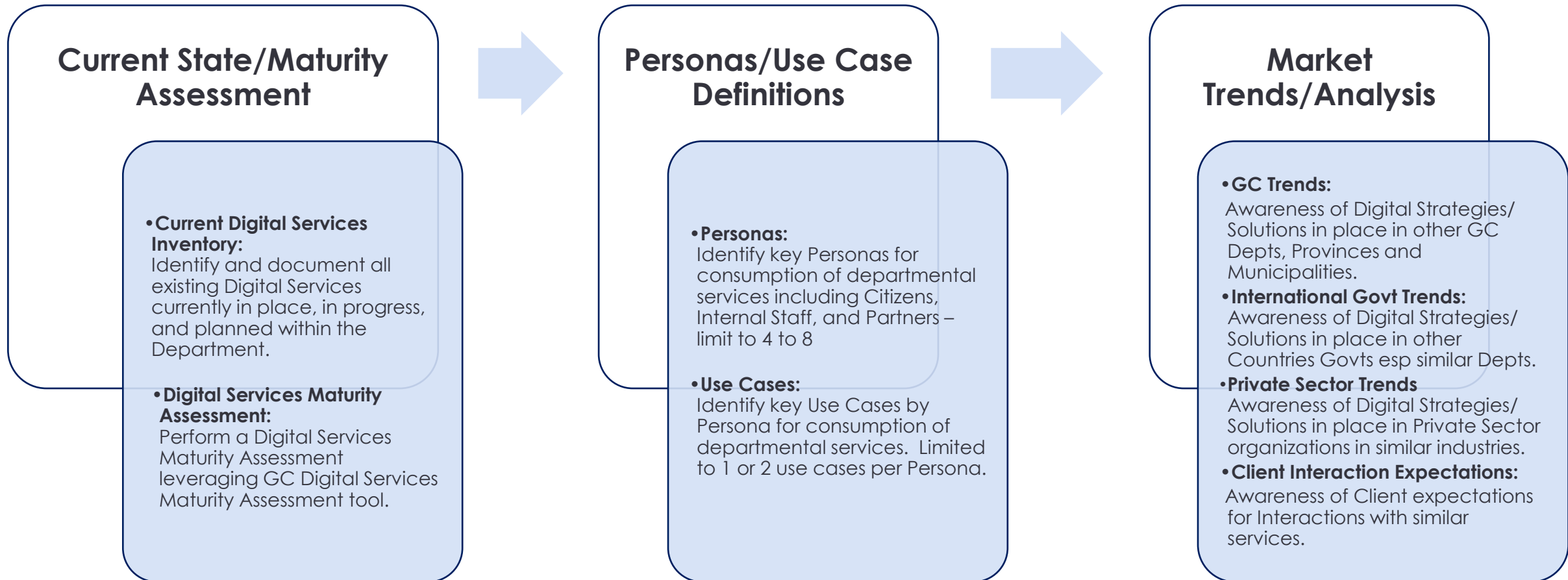
The real Digital Services Gap is to perform the **Digital Services Assessment, Strategy Creation, and Transformation Plans** based on the Departmental Business Objectives and the available GC Digital Services and Public Cloud/SSC Services



Digital Services Assessment

The **first key step** to establish a GC Digital Services Plan for your department is to **assess** your **current Digital Services landscape**.

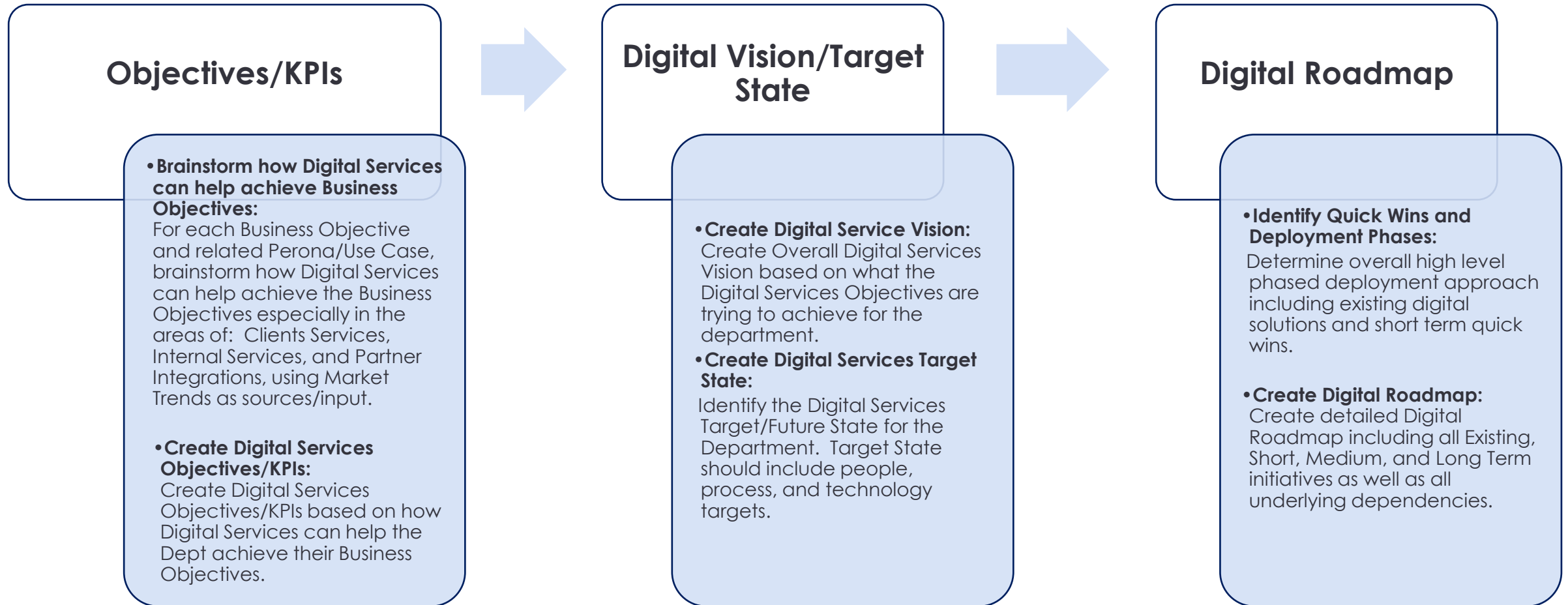
Follow these three **Digital Services Assessment** steps:



Digital Services Strategy

The **second key step** to establish a GC Digital Services Plan for your department is to **create** your **Digital Services Strategy**.

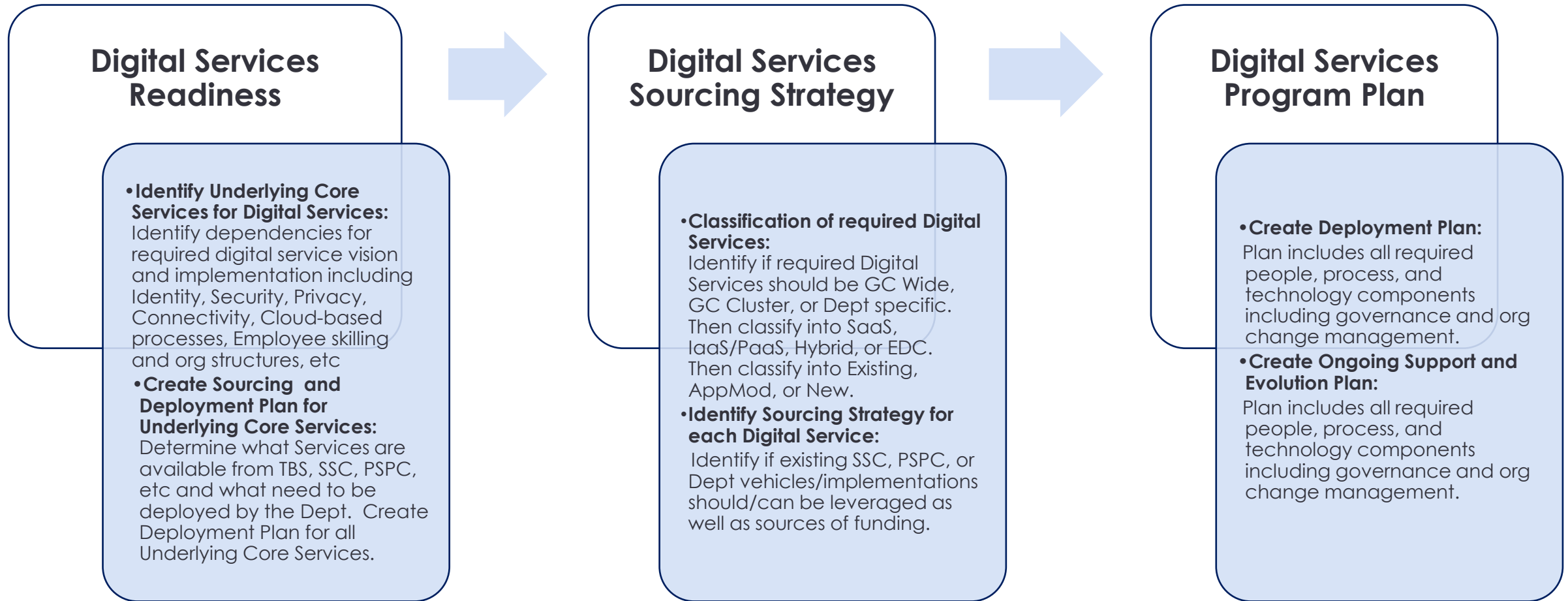
Follow these three **Digital Services Strategy creation** steps:



Digital Services Transformation

The **third key step** to establish a GC Digital Services Plan for your department is to **create** your **Digital Services Transformation Plan**.

Follow these three **Digital Services Transformation Plan creation** steps:



Value Proposition

- Leveraging my deep GC (SSC and Departmental) and private sector experience and my wide breadth of experience (Business Strategy, Process, and Technology) for the last 35+ years, I am uniquely positioned to provide advisory services and/or implementation services for your Digital Services journey.
- These include:
 - Establishment of your **Digital Services Centre of Excellence (CoE)**
 - Creation of **Playbooks** for Digital Services CoE
 - **Advisory Services** for execution of Digital Services Playbooks
 - Creation of **Digital Services Assessment**
 - Creation of **Digital Services Strategy**
 - Creation of **Digital Services Transformation Planning**
 - Execution of **Digital Services Transformation**



Experience

- Deep GC Experience
 - **Secure Channel/Government On-Line Design and Implementation** – 1 of 3 infrastructure architects for Secure Channel, Implemented Infrastructure and Operations, Initial Operations Manager
 - **GC Cloud Centre of Excellence** – creation of SSC's GC Cloud CCoE and associated playbooks for use by all Partner Departments – implemented for various departments incl CSC, AAFC, LAC, NRCan, CMN, etc
- Private Sector Experience
 - **Business Strategy** – elevated CGI to leadership status in the Region in mid 2000s through creation and implementation of the Strategic Vision and Business Plan for CGI Ottawa's Outsourcing Sector – awarded CGI Ottawa Builder's Award
 - **Cloud** – designed and implementation Internet/Telephony ASPs for Nortel in the late 90s, Cloud Transition Plans for many private sector organizations in the 2010s and 2020s including Mxi Technologies, RedSeal, TechInsights/ChipWorks, Cord3 Innovation, Entrust Datacard, etc
 - **Security** – elevated CGI's Global Managed Security Service Provider practice to the leading Managed Security Services Provider in Canada as selected by industry analyst IDC in the mid 2000s
 - **DevSecOps** – migrated Entrust's products to Cloud Services leveraging DevSecOps in mid 2010s, provided DevSecOps guidance to many public and private sector organization over the last 10 years.

Appendices



Shared Services
Canada

Services partagés
Canada

Canada

Digital Services Maturity Assessment

Grouping	Parameter	Initial Score	Min Required Score	Current Score
People	Digital Services Leadership	1	5	3
	Digital Services Culture	1	4	3
	Digital Services Skills	1	4	2.5
Process	Digital Services Governance	0	5	2
	Digital Services Strategy	0	5	2.5
	DevSecOps - Agile Development	2	4	3
	FinOps - Cost Management	1	4	2.5
	Systems/Service/Security Mgmt	2	4	3
	Organizational Change Mgmt	1	4	3
Technology	Cloud	2	4	3.5
	Network	2	5	3.5
	Security/Privacy	2	5	4
	Multi-Cloud Management	0	3	1.5
	CI/CD Tool Chain	2	5	3
	Artificial Intelligence	0	4	1.5

