





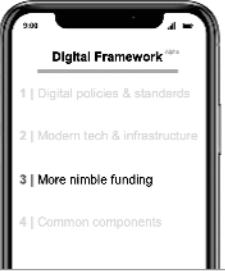





Slide	Speaking Notes
 <p>OCIO Office of the Civil Information Officer CONNECT</p>	<ul style="list-style-type: none"> • Thank you, Minister. • So this is our 6th annual Connect and it is our biggest ever. We have 1000 people registered for this event - and more watching livestream. • In the past, the Connect audience was largely focussed on technology and systems. The reality is that in 2019, technology is ubiquitous: we all have a roll to play in the future of digital government. • All around this room we have such diversity of skill, responsibility, experience and perspective. • We have IT professionals, program managers, policy people, and service providers and partners of all sizes. • Connect is for everyone who can see the potential of digital and data to empower us to do government better.
	<ul style="list-style-type: none"> • So, over the next 2 days we'll hear from dedicated and inspiring public servants from across B.C. and this country, and thought leaders from across the country. • They'll share *their* insights about digital transformation - whether they've helped drive digital change in their organization or brought their technical and leadership expertise to bear in helping others navigate this time of rapid change. • Because that's what we have to do – in times of rising expectations and especially in times of increasing fiscal constraints. • and while we're making progress, the truth is, we're not tapping into the potential of digital technology. • And we need to because government has a greater responsibility to the public good. • To help people – in their day to day lives, and when they need a responsive government most.

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	<ul style="list-style-type: none"> • Think about any one of the 65,000 people who were evacuated due to fire in in 2017. • Imagine you were one of those people in the streams of traffic leaving towns like William's Lake in a car or RV. • The only thing standing between you and receiving help from government was a form. • A paper form. • "Press hard – you have to make four carbon copies!" • Citizens deserve better than this. We can do better than this.
<p>We're already doing digital</p>	<ul style="list-style-type: none"> • But there <i>*are*</i> lots of examples of what "good" looks like. • Consider this example: <ul style="list-style-type: none"> ○ Have you ever applied for MSP? ○ Chances are pretty good you got the application form wrong. 4 in 10 people do. ○ That is, until a couple of years ago when a cross-government team set out to digitize the application process. ○ In only a few months, working with modern tools, doing research with citizens, starting small and using iterative approaches, they delivered. ○ The results were incredible. They reduced error rates by 98%. ○ This saves government \$500K per year. ○ This is only one of dozens of examples we found all over government. • Public servants are doing amazing work • Using data to inform policy and services for your who experience mental health problems. <ul style="list-style-type: none"> ○ Using the Data Innovation Program in a cross-government partnership between MCFD, CITZ and MMHA. ○ Helping us understand population level trends in how children and youth who experience mental health challenges access services across government and how those services affect them into adulthood. • Issuing 4.6M Services Cards <ul style="list-style-type: none"> ○ Leading nationally in digital ID ○ Laying groundwork that will help people access services with a single card ○ Starting to be used in your ministry – project to integrate students' Personal Education Number with the Services Card to make it easier for students and parents to access

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	<p>childcare and later on educational services.</p> <ul style="list-style-type: none"> • Building on this work by taking the idea of digital ID to businesses with Orgbook, <ul style="list-style-type: none"> ○ Puts companies in control of their own data by issuing them verifiable credentials using blockchain ○ Saves time and money for businesses and government, who no longer have to exchange licenses and credentials in person ○ Being expanded to the Justice Sector already. • Building Canada's first online tribunal. <ul style="list-style-type: none"> ○ Then scaling it...to 21 other tribunals. • Building procurement options that bring in external talent in a matter of days. <ul style="list-style-type: none"> ○ Imagine a small company having the chance to big on a \$2M government contract in an afternoon ○ Then knowing 17 days later whether they won a contract
	<ul style="list-style-type: none"> • Over the last year as we've been co-designing the BC Digital Framework we've heard countless stories like these – the good and the not so good. • And so, In May we released the first version of a digital framework and have been iterating ever since. • We've identified a number of first actions under this framework – and there are teams across the public service working together to bring them to life.
	<ul style="list-style-type: none"> • We need updated digital policies and new digital standards. WHY? Because people need to know what good looks like. They need to know what they can do, not what they can't do.

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	<ul style="list-style-type: none"> • We need technology and infrastructure that allows us to build services quickly. WHY? – because we can’t take 3 years to build government services.
	<ul style="list-style-type: none"> • And we need a new way to fund digital services so that people are spending their time building solutions rather than writing business cases.
	<ul style="list-style-type: none"> • We need to build once and use many times. • Why? Because it is a heck of a lot easier to deliver online cannabis services quickly if we use components we already have. We <i>*need*</i> to be making the most of the investments we’ve already made.

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 <p>digital.gov.bc.ca</p>	<ul style="list-style-type: none"> • You can read about the plan and our first priority actions at digital.gov.bc.ca, which we have just launched. • This is where teams will be working in the open, where we'll iterate, and where we'll showcase our collective progress.
	<ul style="list-style-type: none"> • So, what is next? • We continue. We collaborate. We embrace digital dexterity. We <i>*keep*</i> going and work with intention to deliver the best we can for the citizens of B.C. • And my challenge to you is this... • for every service you develop, every product roadmap, every policy challenge - think like a citizen and think about how a digital, data-driven government empowers us all to do better.
<p>Font Color</p> <p>OCIO Office of the Chief Information Officer</p> <p>CONNECT</p>	<ul style="list-style-type: none"> • Our keynote speaker this morning has spent his career on a quest to do better with digital. • Alex Benay is the Chief Client Officer at MindBridge AI, one of Canada's fastest growing artificial intelligence companies. • Previously, he was a Deputy Minister at Treasury Board of Canada and the Chief Information Officer of Canada and was responsible for digital transformation, AI, national privacy and cyber security. • He is also the author of <i>Canadian Failures</i>, an anthology of essays from prominent Canadians openly talking about failure, and <i>Government Digital</i>, an in-depth look at how modern governments are tackling digital change. Most recently, Alex was appointed as a member to the Web Foundation's Board, which promotes a global free and open internet. • Please join me in welcoming Mr. Alex Benay to the stage.

SPEAKING NOTES FOR
HAYDEN LANSDELL
MINISTRY OF CITIZENS' SERVICES

Opening Remarks
Thursday October 3, 9AM

at

Victoria Conference Centre
720 Douglas Street
Victoria

- Welcome, everyone, to Connect 2019.
- My name is Hayden Lansdell and I am the ADM for the Digital Platforms and Data Division within the OCIO. It is great to have you all here – including those who are watching on the webcast. The agenda looks great and I’m sure you are as excited about the next few days as we are.
- Before we get started <just a note that fire exits are.....> and a gentle reminder for those on the room to move your phones to silent.
- As we move into today’s programming, I am really pleased to welcome back to the Connect stage for her third time, the Honourable Jinny Sims, Minister of Citizen’s Services. Welcome, Minister.