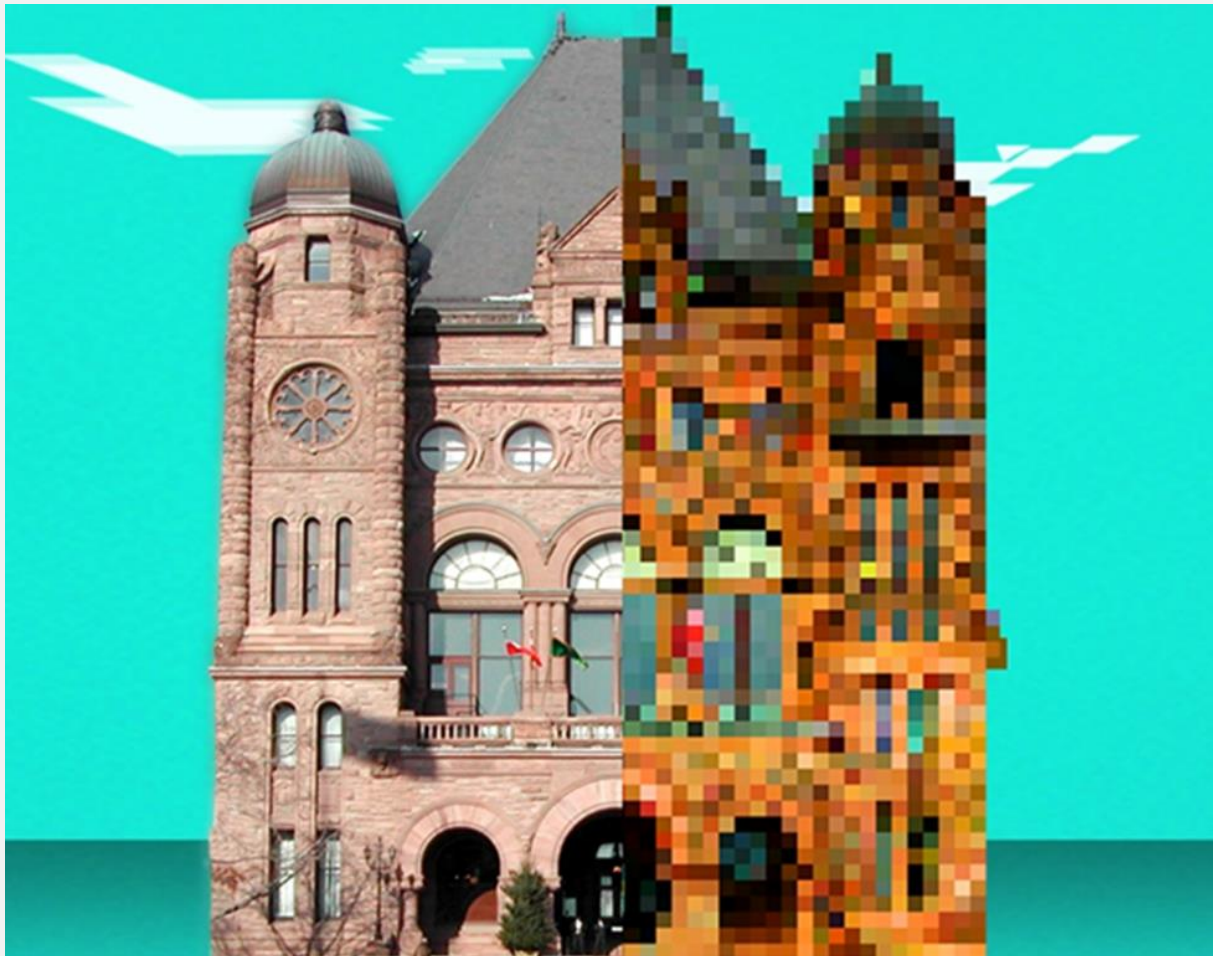


THE FUTURE OF THE PUBLIC SERVICE

How Policy Makers Can Prepare For Continual Innovation and Technology Adoption



Steve Orsini

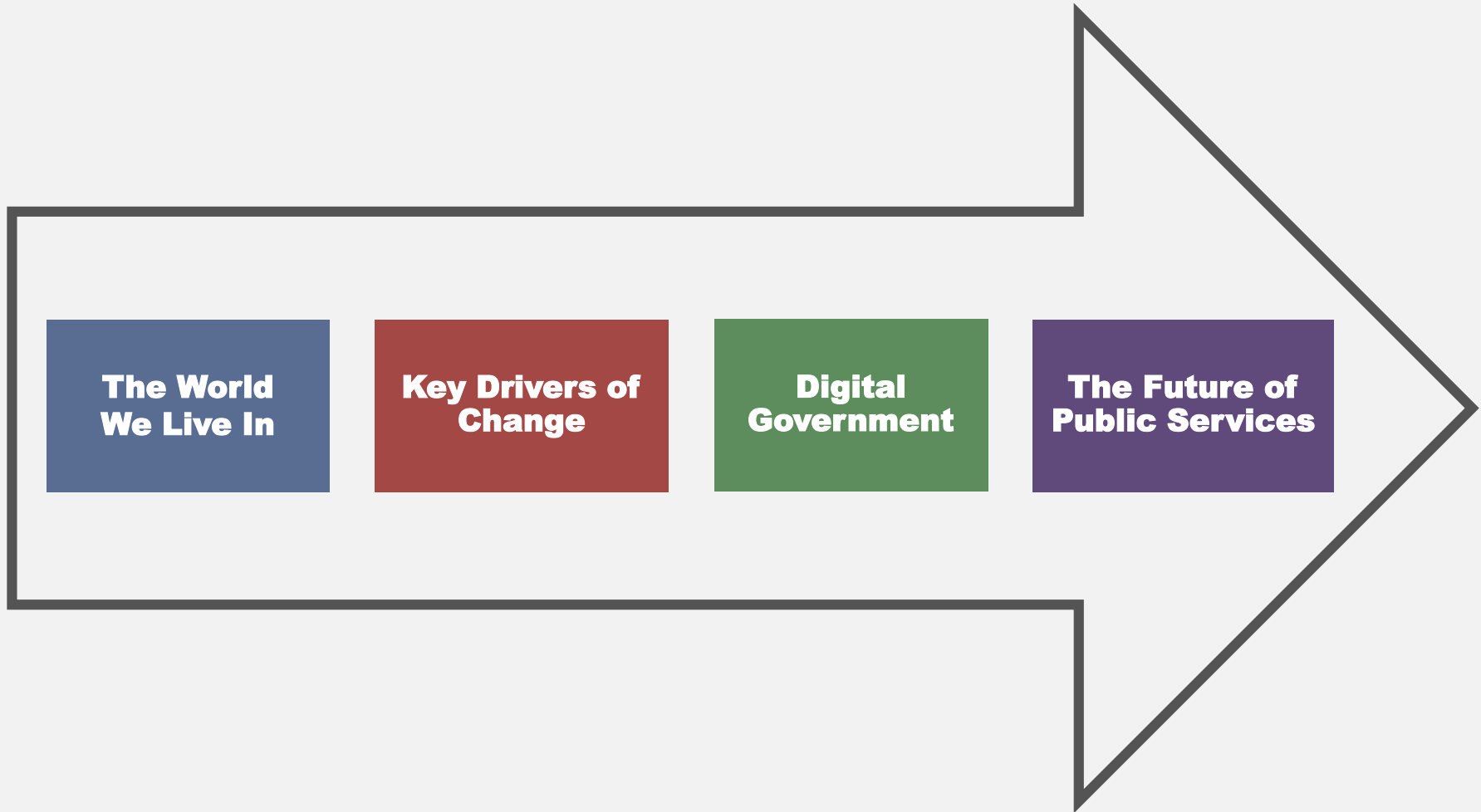
**Secretary of
the Cabinet
and Head of
the Ontario
Public
Service**



@SteveOrsini

Oct. 27, 2016

OVERVIEW



A DYNAMICALLY CHANGING WORLD



CONSUMER EXPECTATIONS ARE CHANGING



70%

Think it is important to provide more services via digital channels in the future⁽¹⁾



71%

Want to be involved in the design of government services⁽²⁾



55%

Prefer to access government from their smartphone⁽³⁾



90%

Believe government should match or exceed commercial service levels⁽⁴⁾

Sources: (1), (2), (3) 2013 Accenture Citizen Survey; (4): Chicago Pulse Survey

CANADIANS GO MOBILE

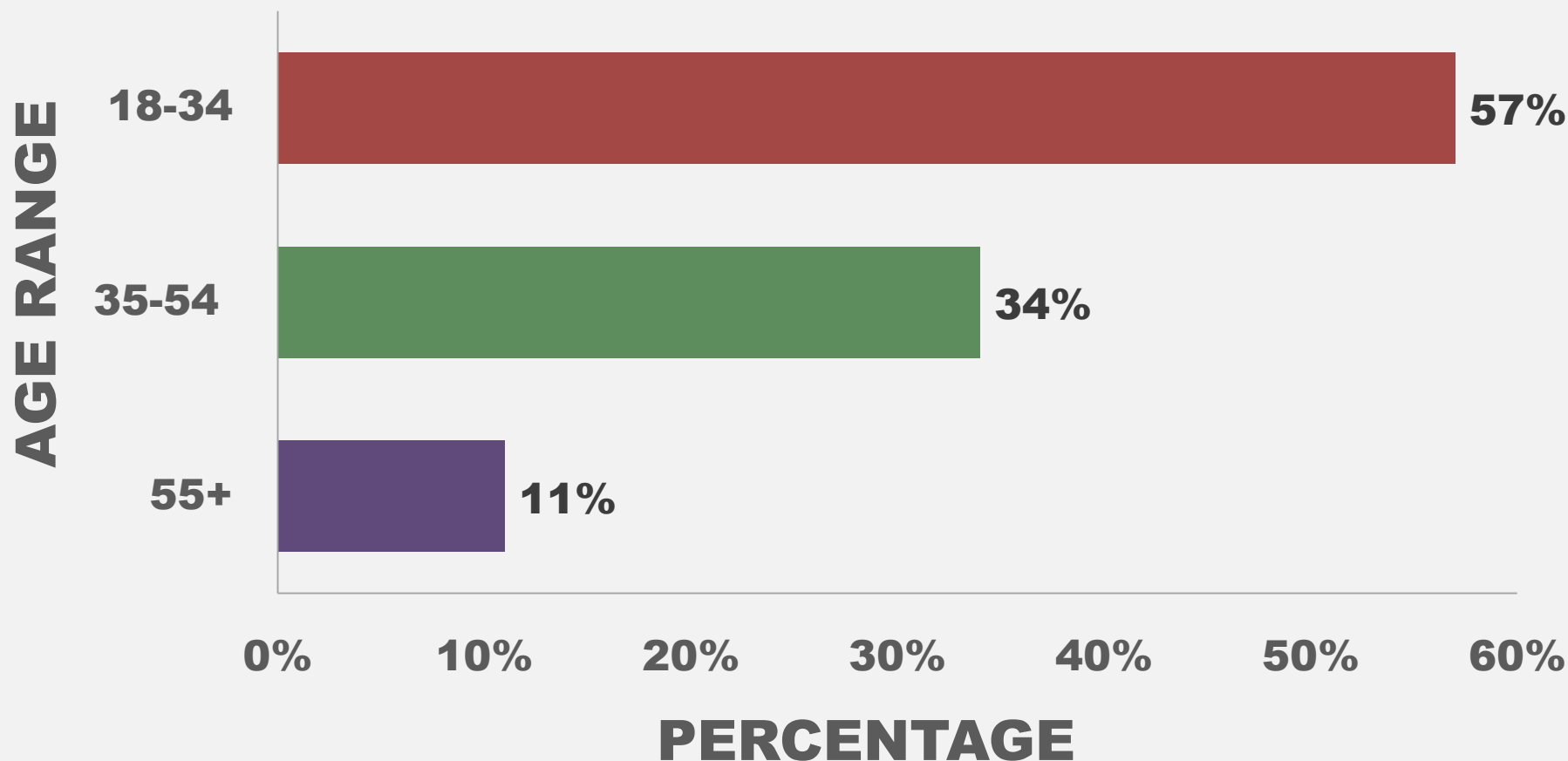


3 OUT OF 4
CANADIANS OWN SMARTPHONES

49%
OF CANADIANS' TIME ONLINE IS NOW SPENT
ON MOBILE DEVICES

CANADIANS GO MOBILE

**USERS WHO “TYPICALLY ACCESS” THE INTERNET
VIA MOBILE, BY AGE**



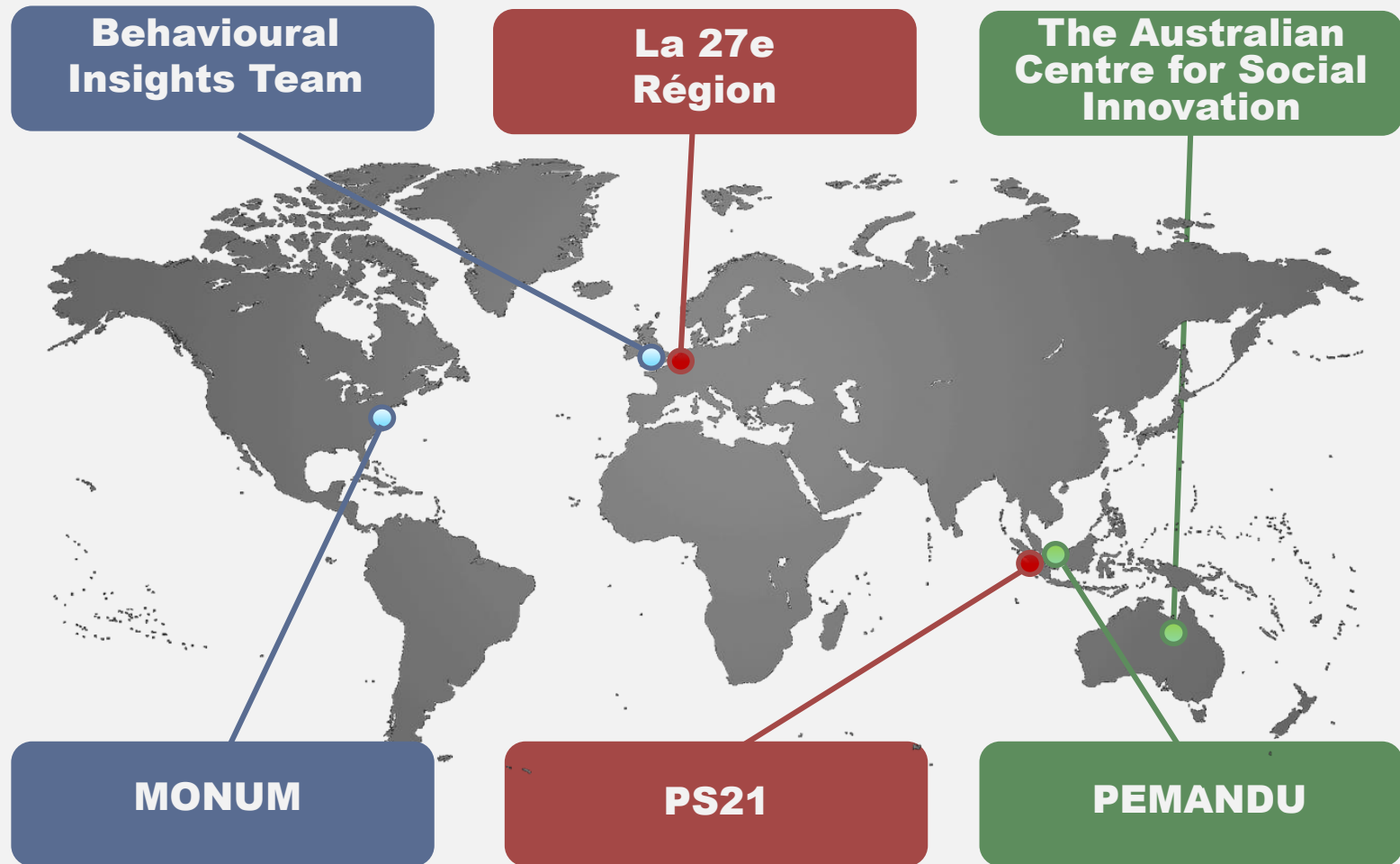
Source: CIRA 2015 FACT BOOK <https://cira.ca/factbook/current/the-canadian-internet.html>

DISRUPTIVE TECHNOLOGIES

Harnessing the Power of Innovation



PUBLIC SECTOR INNOVATION



Source: Nesta & Bloomberg Philanthropies, “i-Teams: The teams and funds making innovation happen in governments around the world” by Ruth Puttick, Peter Baeck & Philip Colligan, June 2014

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employmenthotlineinquiries@ontario.ca

THE RED TAPE CHALLENGE



français

MENU

Red Tape Challenge: Automotive parts manufacturing

We want to hear your thoughts on the regulations that apply to the automotive parts manufacturing sector.

Overview

The automotive industry has long been a cornerstone of Ontario's economy. It includes 12 assembly plants, over 700 parts suppliers and over 500 tool, die and mould makers. The sector also employs over 103,000 people. By reducing regulatory burden through the Red Tape Challenge, we will cultivate a more innovative and dynamic business environment. This will help attract global automakers to produce the next generation of transportation here in Ontario.

Important dates

This stage of the consultation is open from March 29, 2016 to May 31, 2016.

A preliminary summary of participation will be available on June 8, 2016.

A final report will be available on November 30, 2016.



Participate now

Participate in the Red Tape Challenge by telling us how you think we can cut the red tape in this sector. Select a category to get started.

Health and safety

Employment and labour

97 regulations.

25 comments.

23 private messages.

REFOCUSING STUDENT ASSISTANCE

Citizen Focused

**Ontario
Student
Grant**

Provider Focus

**30% Off
Tuition**

**OSAP
Loans**

**Tax
Support**

REFOCUSING OUR PERSPECTIVE

Provider/ Program Focused

- ☐ Silo-focused
- ☐ Client forced to coordinate and fill gaps in service delivery
- ☐ Activity-based metrics

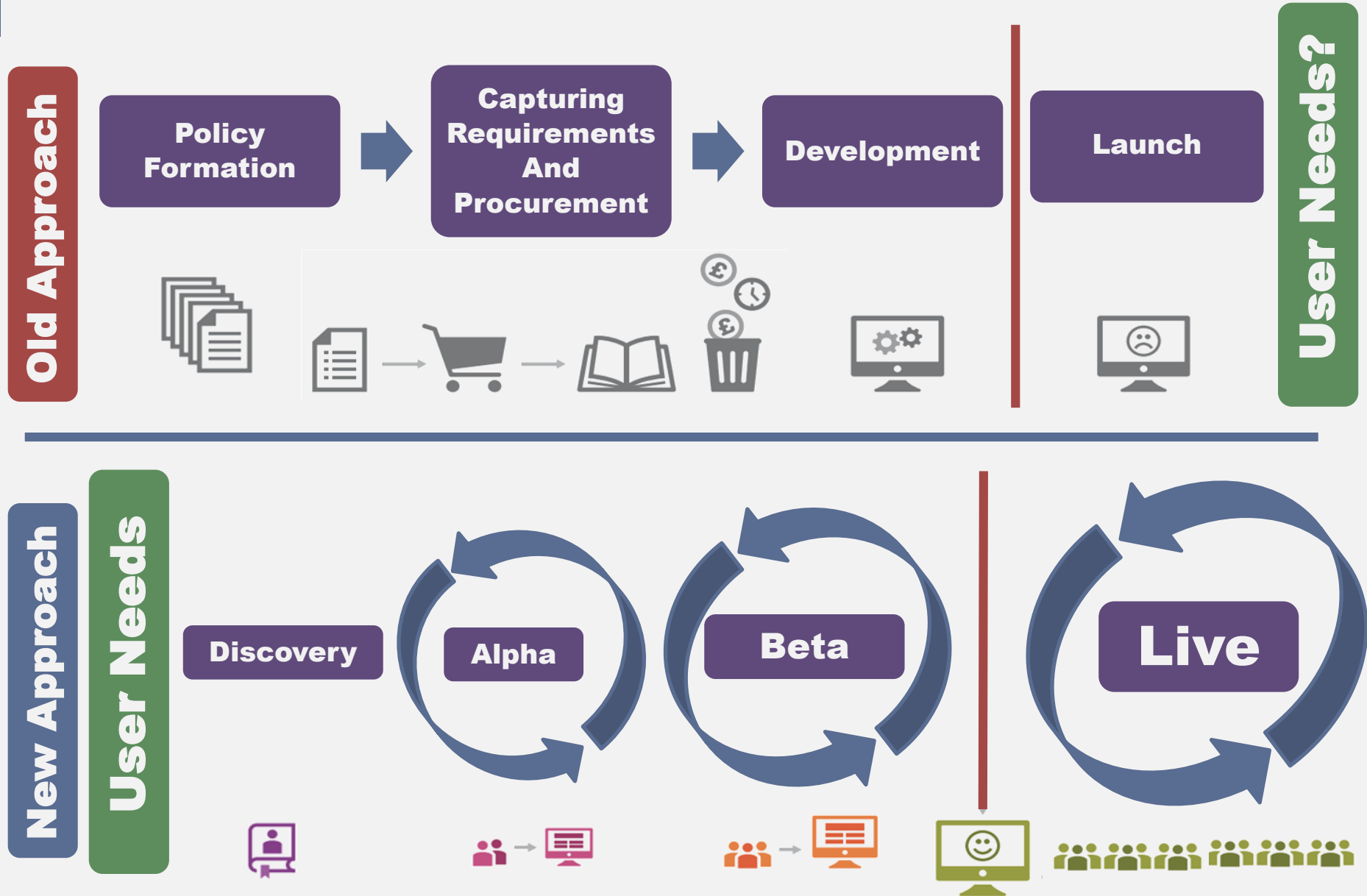


Citizen- Centred/ Focused

- ☐ Citizen-driven
- ☐ Co-designed
- ☐ Coordinated with wraparound services
- ☐ Outcome-based metrics

Looking at issues from the other end of the telescope to better focus on the consumer

DIGITAL INNOVATION



THE PUBLIC SERVICE OF THE FUTURE

