# QUEEN'S PARK DAYS 2021

**Ontario's Tech Sector** Digital Government & Transformation

Presented By:

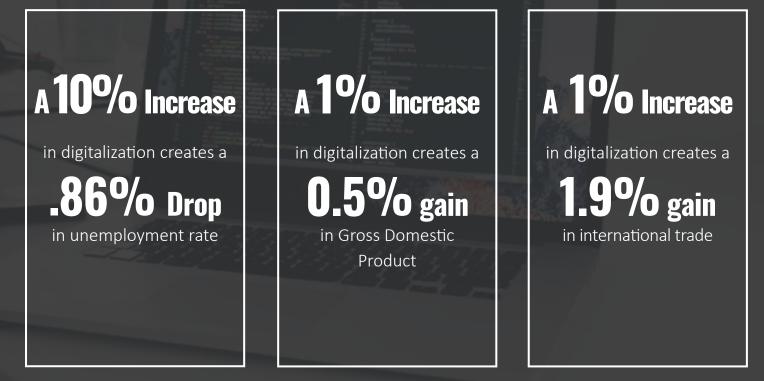
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With every challenge comes opportunity. Canada's technology sector stands ready and able to help governments and businesses tackle challenges created by the pandemic, and to step boldly into the 'new normal' where Canada can thrive through tech adoption.

"The Global pandemic changed everything in 2020. Now it's going to change everything forever." ~BNN Bloomberg

## THE IMPACT OF TECH ADOPTION ON SMEs\*



\* Accenture Digital at Depth for Governance Innovation report

# **UNLOCKING DIGITAL SERVICE DELIVERY**

Ontario has long been considered a leading destination for business development and expansion due to a surplus of skilled workers, award-winning post-secondary institutions, and innovation hubs. It has a fast-growing and vibrant tech economy, and has become a center for new innovations, platforms and technologies which will drive economic growth for the future.

In 2019, the Ontario government passed the Simpler,
Faster, Better Services Act, a new law making it easier
for consumer-focused government and digital policies,
as more services become available online. This new
law also laid out the policy and regulatory framework
for Ontario's first digital ID. which will drive economic
growth for the future.
to fully embrace the innovations of the 21st Century.
They are also keen on the government adopting these
solutions from the tech industry – not developing inhouse ('Buy, not Build' wherever possible), and they
want to get to the table with government to advise on
what changes can be implemented quickly

KEY POTENTIAL AREAS OF COLLABORATION BETWEEN GOVERNMENT AND INDUSTRY

#### TECHNATION members want the Ontario government to fully embrace the innovations of the 21st Century.

- 1. Digitally accessible services
- 2. Reducing red-tape and simplifying policies
- 3. Improving government purchasing



# THE CHALLENGE

The people of Ontario deserve a government that meets them when and where they need it during their dayto-day lives. Moreover, the COVID-19 pandemic has demonstrated that we simply cannot be an offline government in an online world.



In Ontario, the responsibility of managing citizens' digital assets and data has been ignored for too long. This has put our province at a competitive disadvantage.



Small businesses and rural communities need better access to high-speed internet, and more digital and data training, information and tools.



Despite a myriad Made-in-Ontario cyber security global success stories, the Government has been slow to leverage Ontario companies to protect our own key government digital infrastructure.

## **HOW CAN THE GOVERNMENT HELP?**

#### Government can address this challenge by:



Leveraging a National Digital Marketplace - TECHNATION supported the federal government during the pandemic by creating a national registry of technology businesses with solutions to help government – Canada's Digital Marketplace. There is ample opportunity for the provincial government to build on this new, collaborative approach.



Adopting an Agile Procurement approach- Agile procurement remains a relatively new phenomenon in government, and we must focus on improvements; especially in areas such as skills training for procurement officials, enhancing vendor engagement processes, creating more flexibility in requirements, and reducing the overall administrative burden of today's procurement process.



Engaging and Collaborating with Industry on Major Projects - The government has major, industrial-scale digital transformation priorities in areas such as data center consolidation, government-wide networking, cyber security, and other enterprise projects. Ontario's tech sector has the depth and experience to collaborate with government in even the most challenging project areas – from early planning and road mapping – to skills and talent issues, to project delivery.



Leveraging the collective capabilities of Ontario's tech sector - The government's digital transformation can be a success story on the world stage. Effectively delivering a contract for government provides significant credibility for Ontario's scale-ups – which can leverage into further contacts in the \$3.5 trillion global public sector solutions marketplace.