

QUEEN'S PARK DAYS 2021

Ontario's Tech Sector
Digital Government &
Transformation

Presented By:



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Google Cloud

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*

A 10% Increase

in digitalization creates a

.86% Drop

in unemployment rate

A 1% Increase

in digitalization creates a

0.5% gain

in Gross Domestic
Product

A 1% Increase

in digitalization creates a

1.9% gain

in international trade

* 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.

While much work is underway and is successfully making the Ontario government more responsive to what people need, there is still more to do. An ambitious agenda is required so in November 2021, the President of the Treasury Board outlined, in the Ontario Onwards: Action Plan, 30 areas the Government of Ontario plans to modernize and digitize.

TECHNATION members want the Ontario government 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 in-house ('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

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 day-to-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.

