

THE DIGITAL GOVERNMENT IMPERATIVE

Seizing the Opportunity

2023



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SENATOR | SÉNATEUR
CANADA

CANADIAN'S
USE OF DIGITAL
GOVERNMENT
SERVICES
LOWEST OF
40 NATIONS

Question: Overall, how often do you access government services online—whatever the service?

Source: [BCG Digital Government Citizen Survey 2022](#)

27%

Canadians using online government services one or more times per week



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CANADIANS WANT
MORE
DIGITAL
GOVERNMENT

8 in 10

think navigating government services would be simpler with more digital tools

Source: [Citizen Experience in Canada - ServiceNow](#)



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GOVERNMENT
DIGITAL SERVICES
DISAPPOINT

8 in 10

believe consumer companies provide better customer service than government

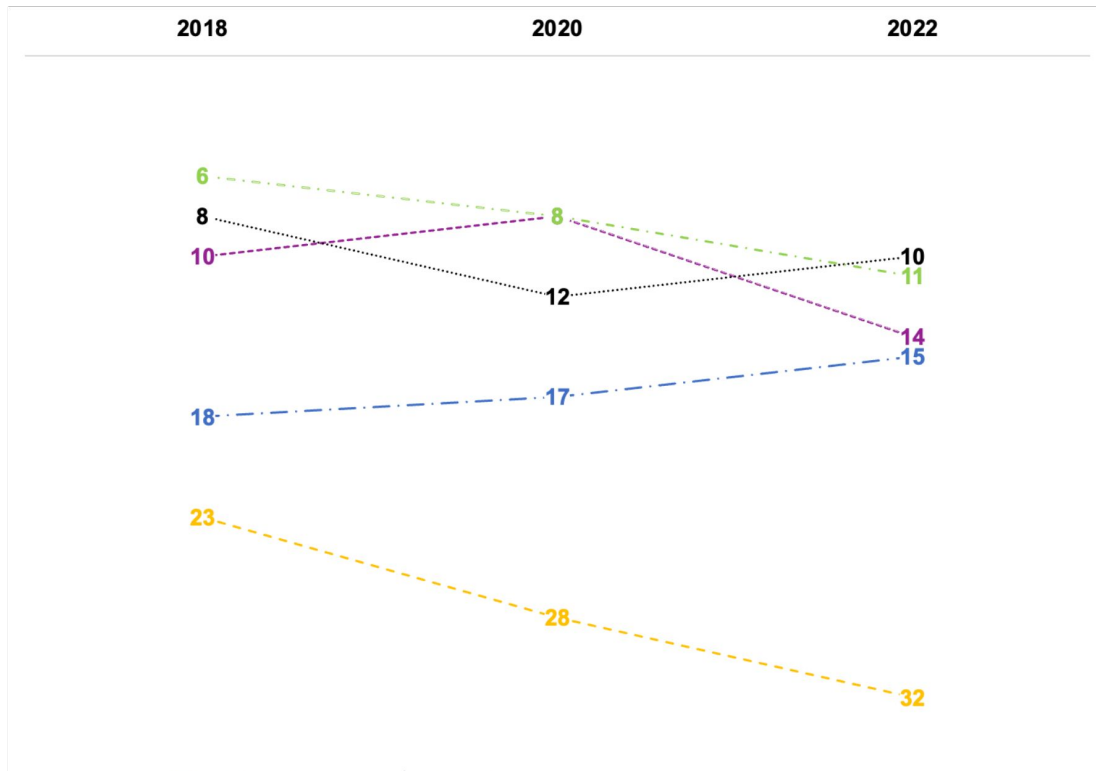
Source: [Citizen Experience in Canada - ServiceNow](#)



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DESPITE HAVING THE INNOVATIVE CAPACITY, CANADA IS NOT A DIGITAL COMPETITIVENESS LEADER

Source: Global Survey Rankings over the past four years from the United Nations ([UN E-Government Global Ranking](#)) and the International Institute for Management Development ([IMD World Digital Competitiveness Ranking](#))



- Global Innovation Index
- IMD World Competitiveness Ranking
- IMD World Digital Competitiveness Ranking
- UN E-Government Survey Global Ranking
- IMD World Talent Ranking



CYBERSECURITY RISKS ARE ACCELERATING EVEN WITHOUT AI-ENABLED TOOLS

Canada's Auditor General,
Karen Hogan, raised concerns
In the OAG's 2022 Annual
Report about the federal
government's cybersecurity
controls.

Source: [OAG Annual Report, November 15, 2022](#)

28%

Canadian public servants report receiving cybersecurity training

Source: [Arcentura — Public Service experience through a new lens](#)



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WHAT IS THE COST OF INACTION?



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\$15 billion/year

estimated potential value of trusted digital credentials to the economy of Canada—1% of GDP

Source: [DIACC — The Economic Impact of Digital Identity in Canada](#)



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30% INCREASE IN FEDERAL PUBLIC SERVANTS IN CANADA OVER THE PAST SEVEN YEARS

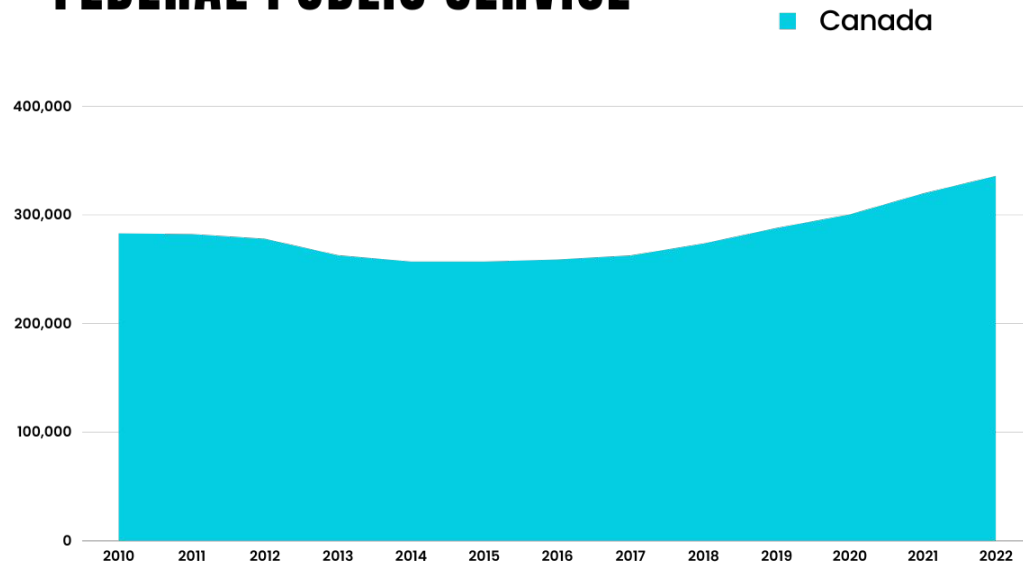
Canadian public servants generally hold positive views about how technology can improve their work and mission, but are more hesitant to adopt new technologies than their global peers.

Source: [Treasury Board of Canada Secretariat, 2022](#)



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POPULATION OF THE FEDERAL PUBLIC SERVICE



E-GOVERNMENT BENCHMARK

In 2022, Estonia and Ukraine signed a cooperation agreement to promote cybersecurity and national digital solutions.

Ukraine's Ministry of Digital Transformation said that the Diia team shared its application code and UX /UI design, enabling Estonia to **save on development costs in the future**.

The Estonian government claims that online systems and electronic signatures will **each save 2% GDP/year**—resulting in total savings equal to twice the size of Estonia's defence budget.

Source: [eGovernment of Estonia, 2022](#)

\$1.8 billion/year

economic and anti-corruption effects from Diia,
Ukraine's digital government portal

Source: [Ministry of Digital Transformation of Ukraine, 2022](#)



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