



NEWS RELEASE – Senator Colin Deacon Welcomes new PBO Report on the Federal Government’s Digital Service Transformation

Ottawa, September 15, 2023 – This morning, the Parliamentary Budget Office published [a report](#) entitled “Overview of the Federal Government’s Digital Service Transformation”, which details the Government of Canada’s progress in implementing digital transformation in its delivery services for Canadians.

This study was the result of a request by Senator Colin Deacon following his tabling of [Motion No. 107](#) – *That the Senate call on the Government of Canada to replace its outdated program delivery and information technology systems by urgently accelerating the implementation of user-friendly, digital solutions that transform the public service delivery experience of Canadians, and ultimately reduces the cost of program delivery.*

The Senator welcomes the report’s independent analysis and identification of factors preventing urgently needed modernization of government delivery services.

Namely:

- Only about 23% of federal government services are currently end-to-end digital. The remainder are either partial or totally analog processes.
- Barriers remain to cross-departmental collaboration and a risk averse culture prevents transformational improvements.
- Departments track costs, but not the savings incurred by the investment into digital transformation, and do not sufficiently report key performance indicators that would incentivize these changes.
- The report identifies enabling legislation that could be amended to facilitate the adoption of digital government services, as well as examples of success in other jurisdictions.

Senator Deacon is hopeful that the results of this report will spark constructive debate around ways to accelerate the digitization of government services, and help to empower the Ministers, departments, and countless public servants who want to catalyze a foundational change in the IT systems of our government.

“An innovative economy needs an innovative government. Best practices must be prioritized over past practices — we need to become citizen-centric. Improved citizen experience will drive adoption of digital services.”

“Trusted, easy-to-use digital services, with robust privacy protections, not only improve the user experience, they can transform the efficiency of programs, enable changes to be scaled more rapidly

and increase their value to citizens. It is a disservice to our economy and population to not maximize this underserved potential.”

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