

Definition Phase: Key Areas of Focus

1

Establish IRCC's Future Operating Model and Policy Foundations

with the goal of improving the overall client and employee experience while maintaining the safety, security, and health of Canadians.

2

Design Our New Digital Platform

which will ultimately replace GCMS

3

Implement Enabling Activities

to ensure that IRCC is "digital ready" (eg. Governance, Change management)

Drivers for Change

Expectations

- Increased expectations around accessible and digital services;
- Increased demand volumes;
- Desire to better leverage analytics and business intelligence; and,
- Evolving expectations from employees around their career profile and progression.

Current Limitations

- Operational and technical capacity limitations;
- System performance limitations and instability;
- Challenge to mitigate increasingly complex fraud and security threats; and,
- Desire to strike the right balance in terms of FTE capacity against operational needs.

Commitments

- Government of Canada agenda and evolving policy, legal and privacy landscape; and,
- Commitment to anti-racism, equity, diversity and inclusion.

Continued Immigration is crucial to the ongoing growth and sustainability of Canada's Economy

What is Digital Platform Modernization?

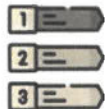


DPM is about Re-Imagining
how we do **Business**



DPM is about much more than delivering a new digital platform to replace GCMS

- *It's about re-imagining and redesigning our business processes.*
- *The technology is simply the enabler that will make it possible to re-imagine our future*



DPM is a priority for the Government of Canada and for IRCC

- IRCC's signature modernization initiative and a key enabler for IRCC's overall digital journey
- 1 of 3 priority GC transformation initiatives (\$827.3M committed to optimize business processes, renew technologies, and simplify policies and programs)



DPM is a multi-year programme



DPM is a whole-of-IRCC initiative

How We Get There

The Digital Platform Modernization (DPM) Programme is being delivered in 3 Phases.



✓ Completed



Focus: Stabilizing GCMS until a new platform can be delivered in Phase 3

Focus: Establishing foundational cloud elements to support the new capabilities that will be delivered in Phase 3



Focusing on re-imagine how we do business: Deliver our future operating model, our new digital platform, and the enabling activities to ensure we are "digital-ready".

Where We Are Going

Digital Platform Modernization will transform IRCC with a new way of working that puts people at the centre of all aspects of the organization.

An organization that is **agile** and **flexible** to new demands and opportunities

Putting people at the Centre of what we do



An organization with access to **advanced analytics** capabilities which drive business benefits

User experiences that are fast, personalized and intuitive

A platform that supports **integrated identity** and **access management**

A **reputation** with partners, clients, and Canadians that we can be proud of

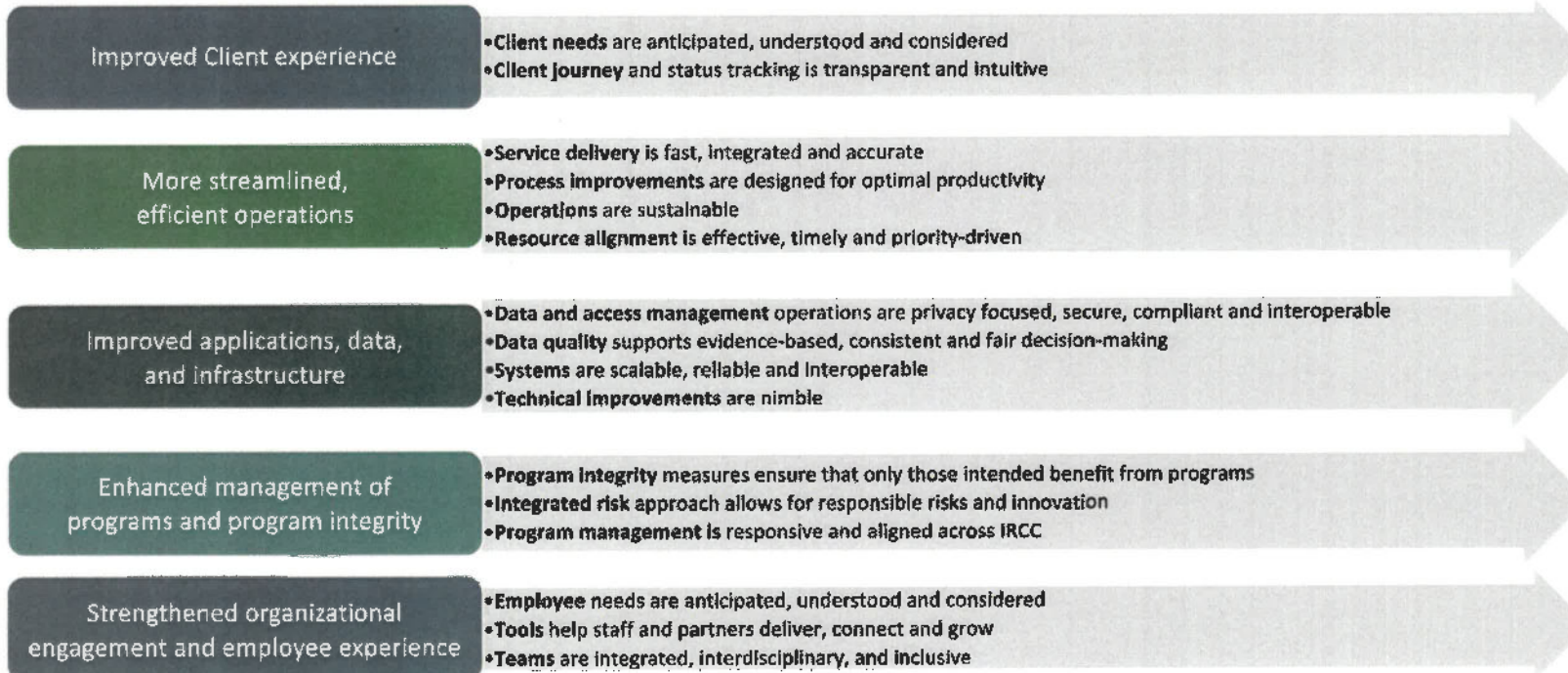
DPM3 Programme Blueprint

- **Provides the framework** for the vision, objectives and outcomes of the DPM3 programme.
- **Includes details** of IRCC's current state (where we are now), how the future operating model will work (where we want to be), and where the gaps are between the two (to be filled by the programme's projects and other activities).
- **Will expand on the framework through components (under development) such as:**
 - The Business Capability Model
 - Benefit realization profiles
 - A target operating model
 - A future state client experience and employee experience journey map
 - Tranche plans

Objectives and Outcomes

What DPM3 will improve or enhance:
PROGRAMME OBJECTIVES

What we expect the results to be:
MODERNIZATION OUTCOMES

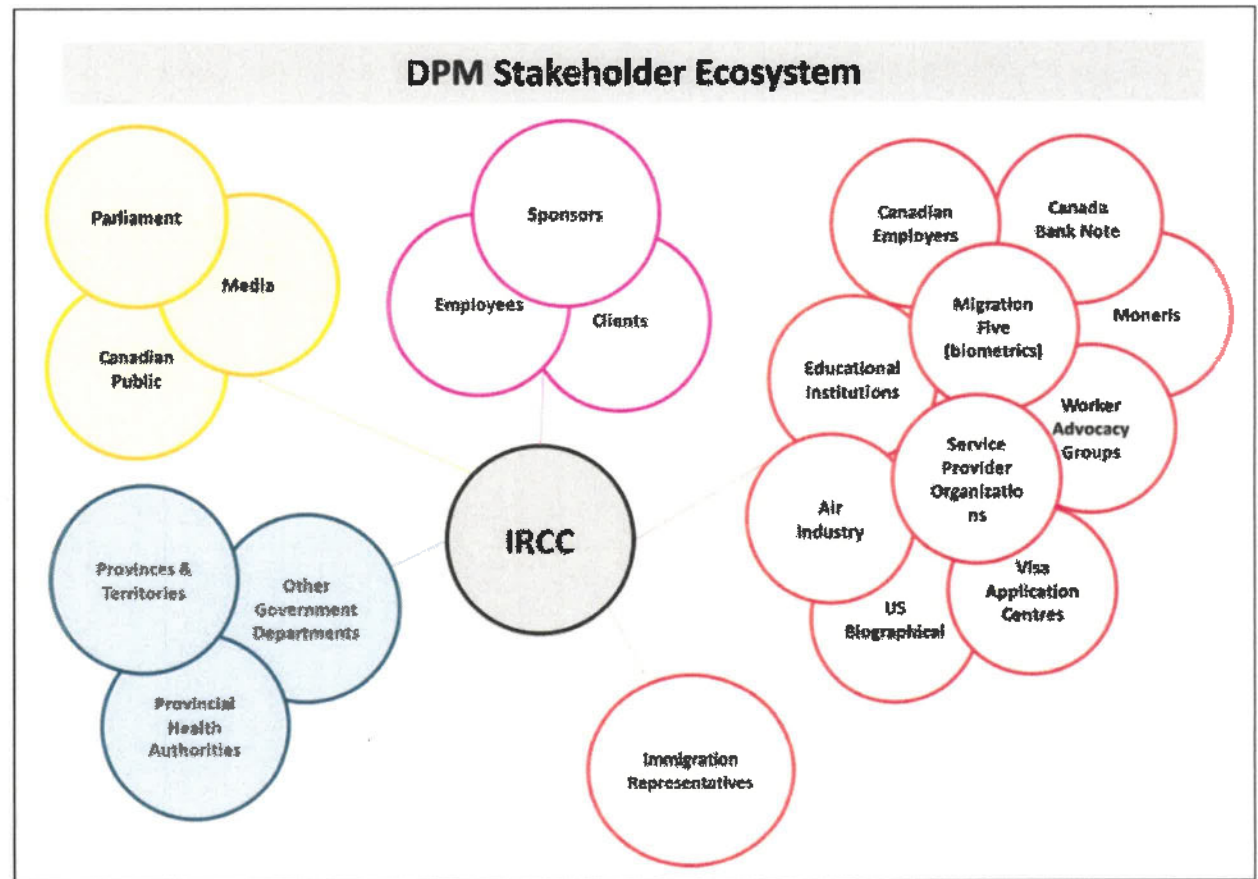


Ultimate Outcome:

DPM3 will revolutionize the way we deliver our programs and services and transform the overall client and employee experience.

IRCC Engagement with Partners

- IRCC relies on many other government departments (OGDs), Provinces and Territories, and a wide variety of third-party stakeholders to successfully deliver its full suite of migration services.
- Thoughtful, well-planned and well-executed engagement with our partners will be key to the successful planning, design and delivery of the DPM Phase 3 programme.
- IRCC will ensure the right engagement vehicles are in place to support sustained engagement.



Next Steps

- IRCC will continue its work to develop IRCC's blueprint for the future and will continue to provide updates at this table on progress being made.

Questions?

