

The Knowledge Centre Directorate (KCD)

E-Government Services

Enabling E-Government Knowledge Workers

Learning, Solutions, Networks & Partnerships

Vision & Strategic Direction



Presentation Outline

- **Key Business Drivers**
- **Context (GOC, PWGSC, GTIS & EGS)**
- **KCD Vision, Mandate & Business Lines**
- **KCD Operating Environment & Strategic Priorities**
- **KCD Positioning & Value Chain**
- **Key Organizational Activities**
- **Divisional Responsibilities & Operational Plans**
- **Guiding Principles and Values**

Key Business Drivers

**Clients' Needs
&
Expectations**

**Knowledge Economy
Race**

**Government On-line
Needs &
Expectations**

PS Modernization

**Knowledge
Workers**

**Technology
Revolution**

Globalization

Government-wide Context

- **GoC will focus on building a world-leading economy driven by innovation, ideas and talent ...**
- **Canada must have a public service distinguished by excellence and equipped with the skills for a knowledge economy and society ...**
- **To secure our continued success in the 21st century; Canadians must be among the first to generate new knowledge and put it to use ...**
- **To succeed in the knowledge economy, Canada will need people with advanced skills and entrepreneurial spirit ...**
- **Canadians have become leaders in harnessing the power of technology to build a more inclusive society ... Canada will contribute to closing the global digital divide**

SFT – January 2001

PCO – March 2001

Focus on People

“E-Government is about people: new skill sets, mindsets and leadership approaches. It will transform how public servants work, relate to each other, do business and engage citizens and other partners.”

Mel Cappe March 2001

An HR strategy to ensure the right skills for electronic and other service delivery ...

GoI/TIMS June 2001

E-Government Services

GOC Government On-Line
Service Improvement Initiative
Public Service Modernization

People

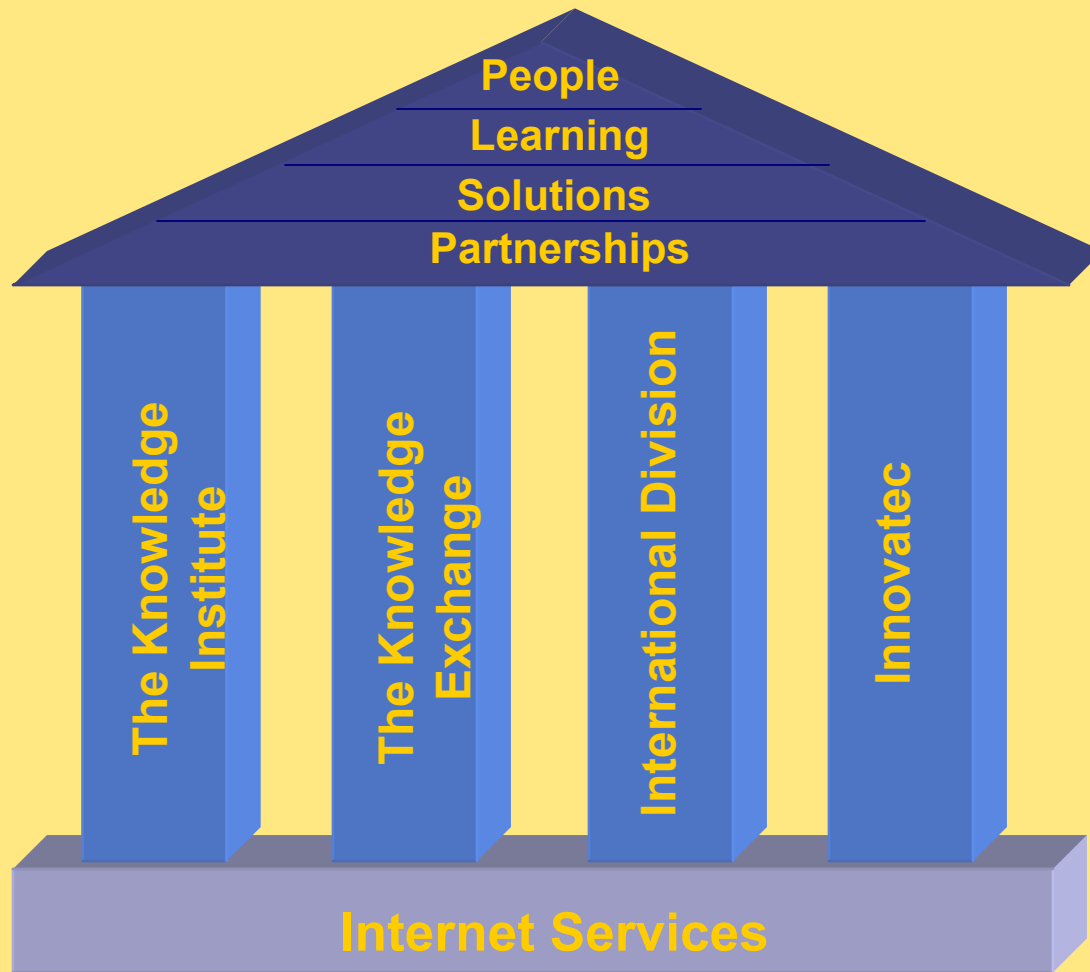
Business

Technology

GTIS

PWGSC

Knowledge Centre Directorate



Mandate

Business Lines

Enabling Technology

Vision

To provide public sector organizations with Information and Communications Technology (ICT) professional development services, share ICT expertise, knowledge and solutions, and establish collaborative people-centric partnerships to enable E-Government in Canada and abroad

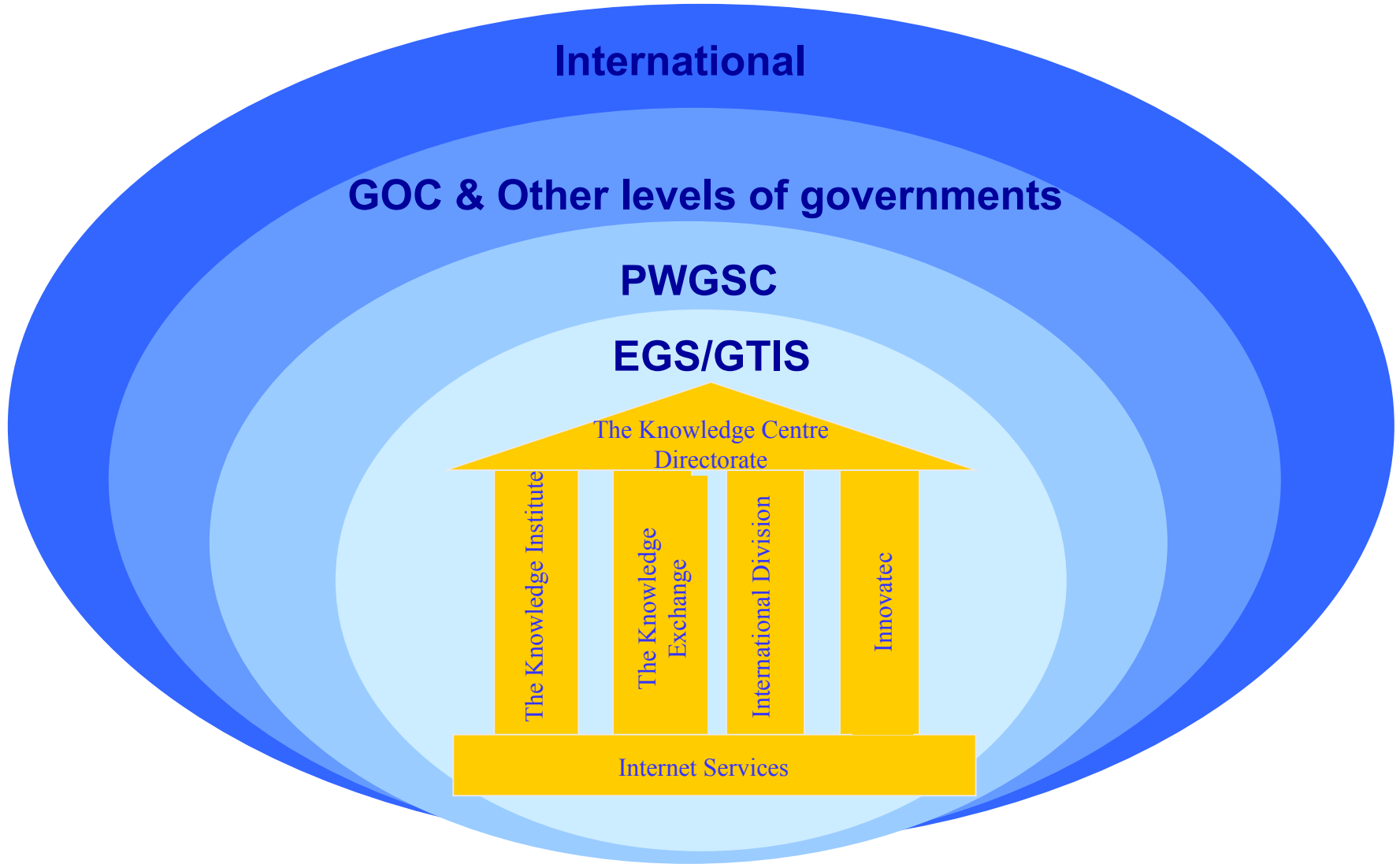
As the focal point for E-Government Services concentrating on people, the Knowledge Centre would be recognized, across the country and world-wide, as a centre of expertise for professional development and training, and a trusted knowledge provider and broker

Mandate

To offer end-to-end ICT knowledge sharing programs and services designed to assist public sector organizations in the implementation of E-Government initiatives:

- ★ Learning and professional development for ICT professionals;
- ★ Internet/Intranet web-development expertise, design and content management services;
- ★ A network for ICT innovations and cutting-edge technologies;
- ★ Technology solutions and ICT knowledge brokerage services;
- ★ National and international partnerships for the sharing of ICT expertise and best practices

Operating Environment and Focus



Products and Services

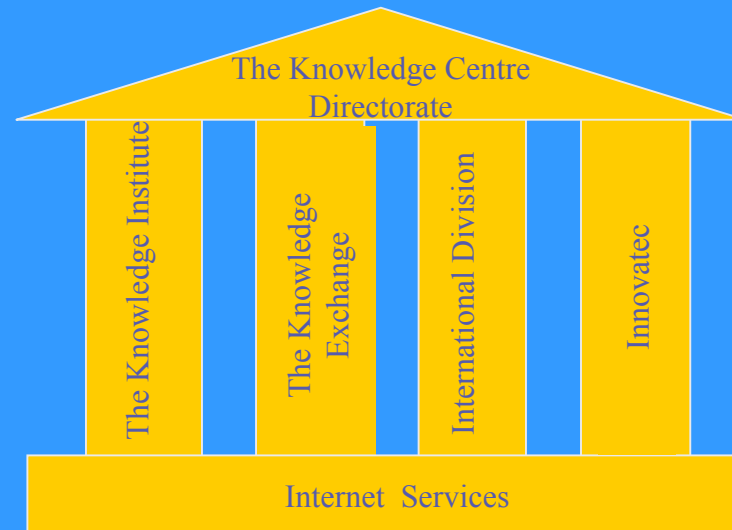
Learning & Professional Development

Web Development Solutions & Expertise

Knowledge & Solution Exchange

Networking & Partnerships

Demonstrations Services



Complementary Services & Integrated Program Delivery Model

The Knowledge Centre Directorate

The Knowledge Institute The Knowledge Exchange Innovatec Internet Services International Division

Training



Web Development

Knowledge Sharing, Tools & Solutions

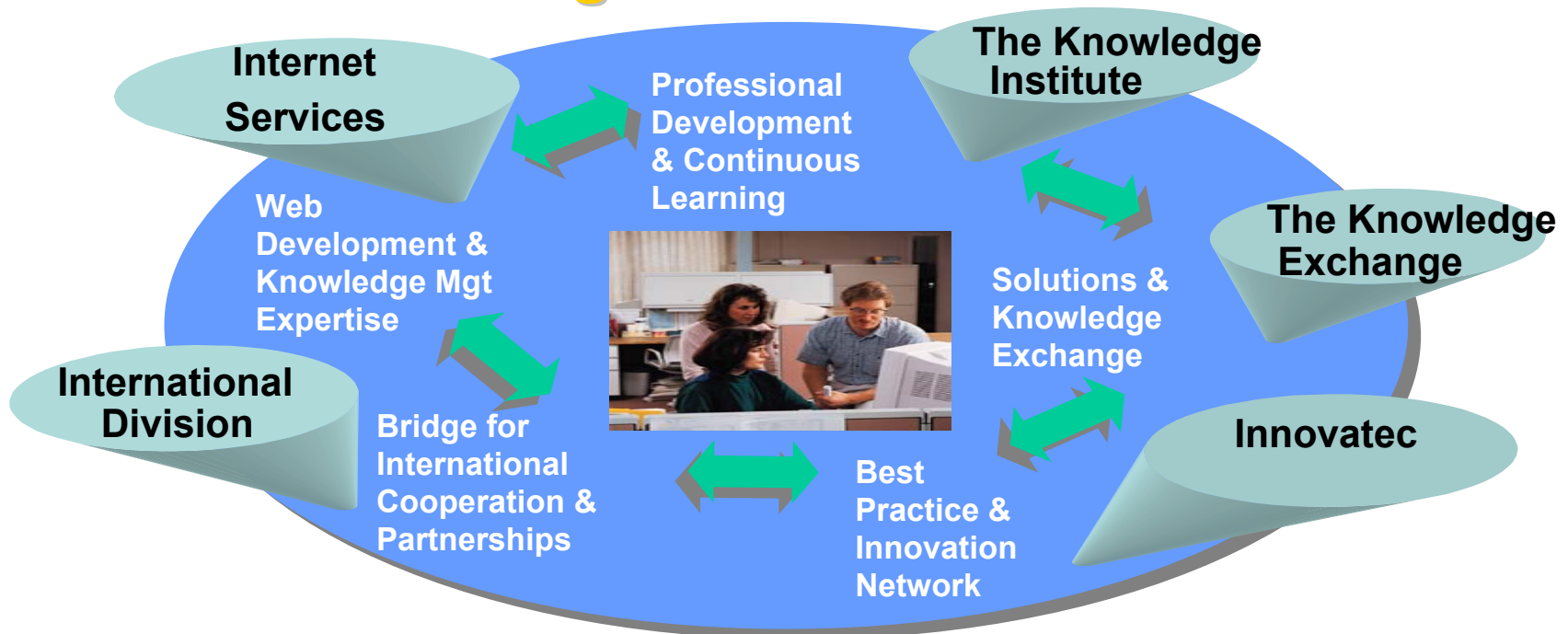
E-Government People-centric ICT Expertise & Best Practices

International Public Sector Networks & Partnerships



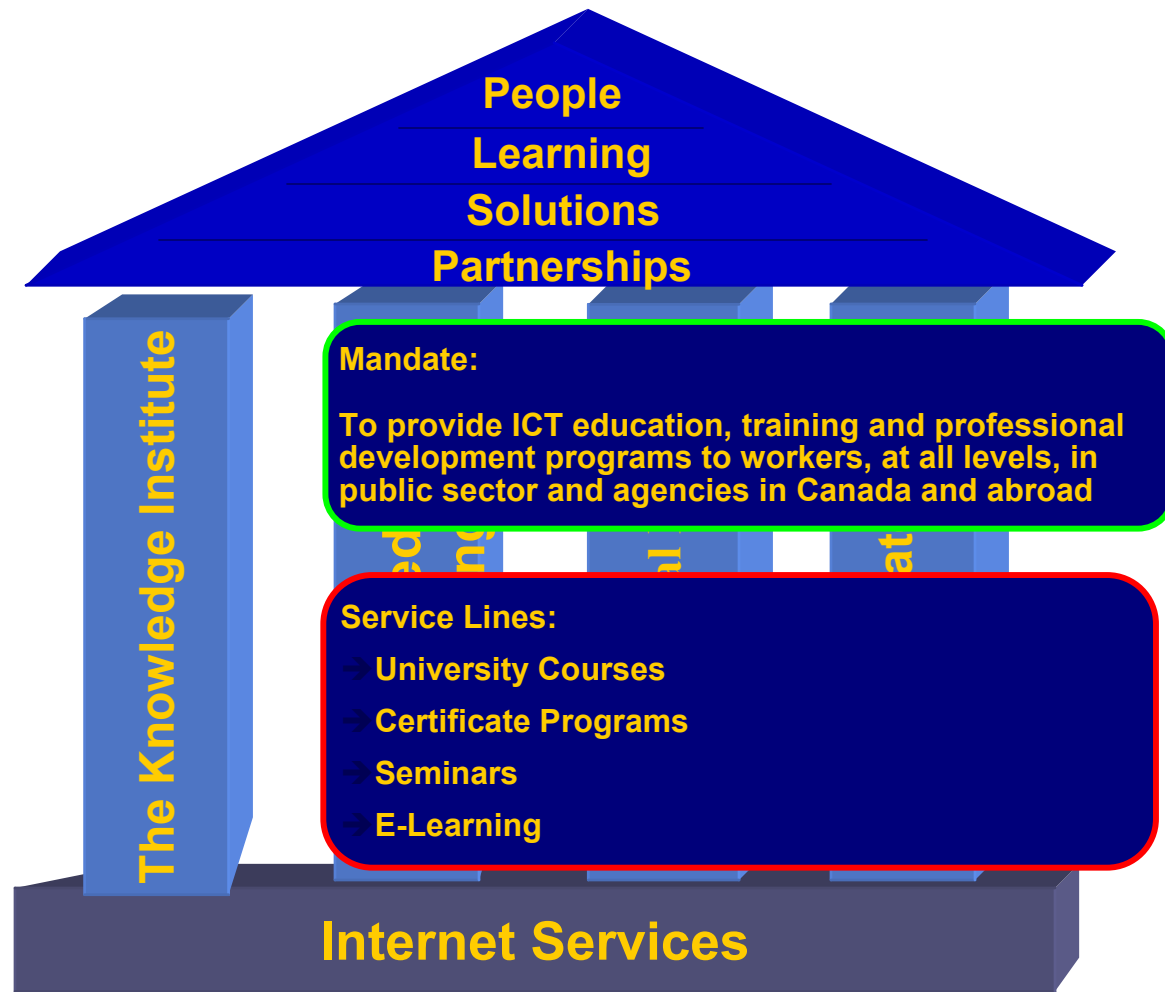
The Knowledge Centre Directorate (KCD)

The Knowledge Centre Value Chain

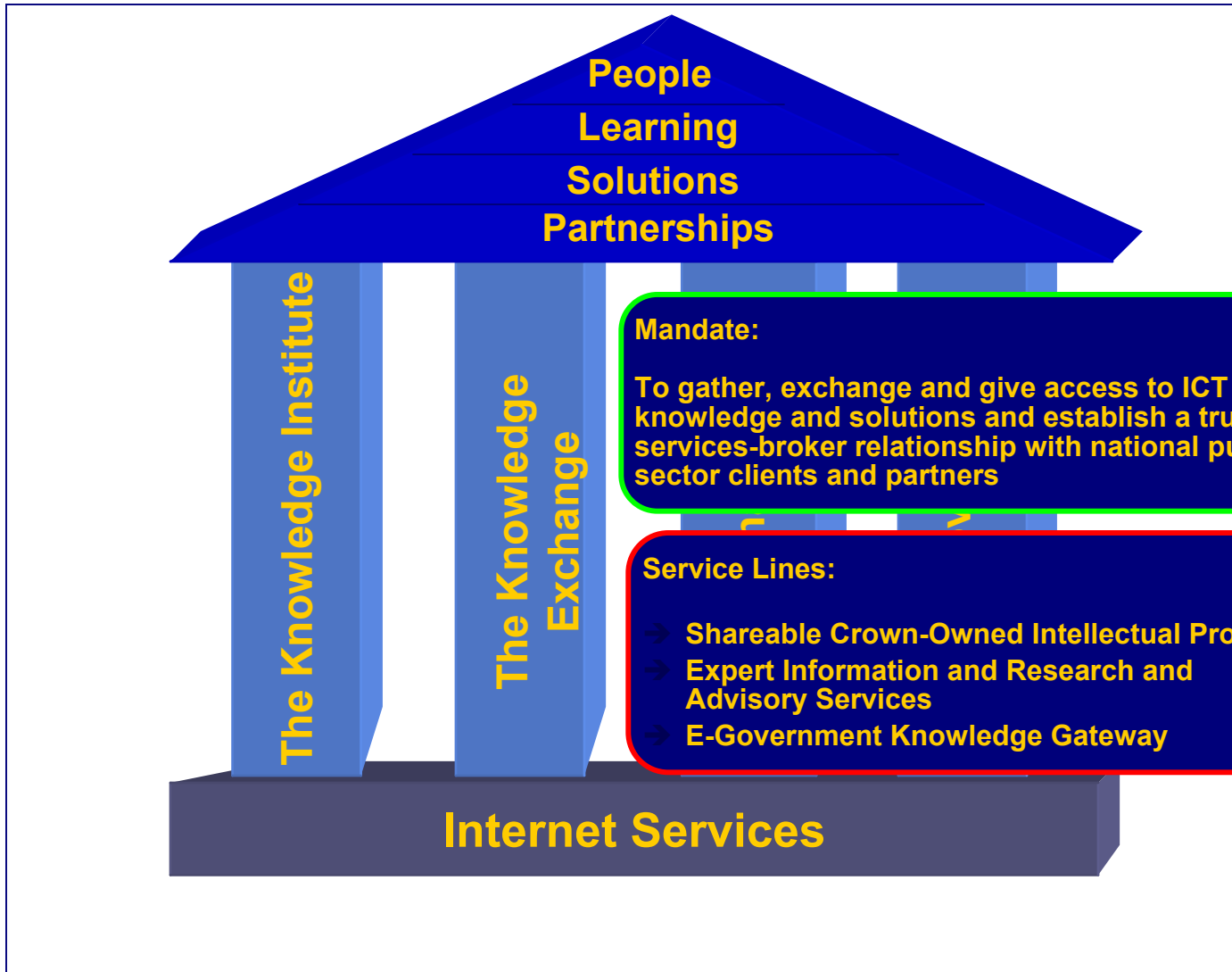


Train ➤ Provide Tools & Solutions ➤ Share Best Practices ➤ Facilitate Partnerships ➤ Enable Web Development

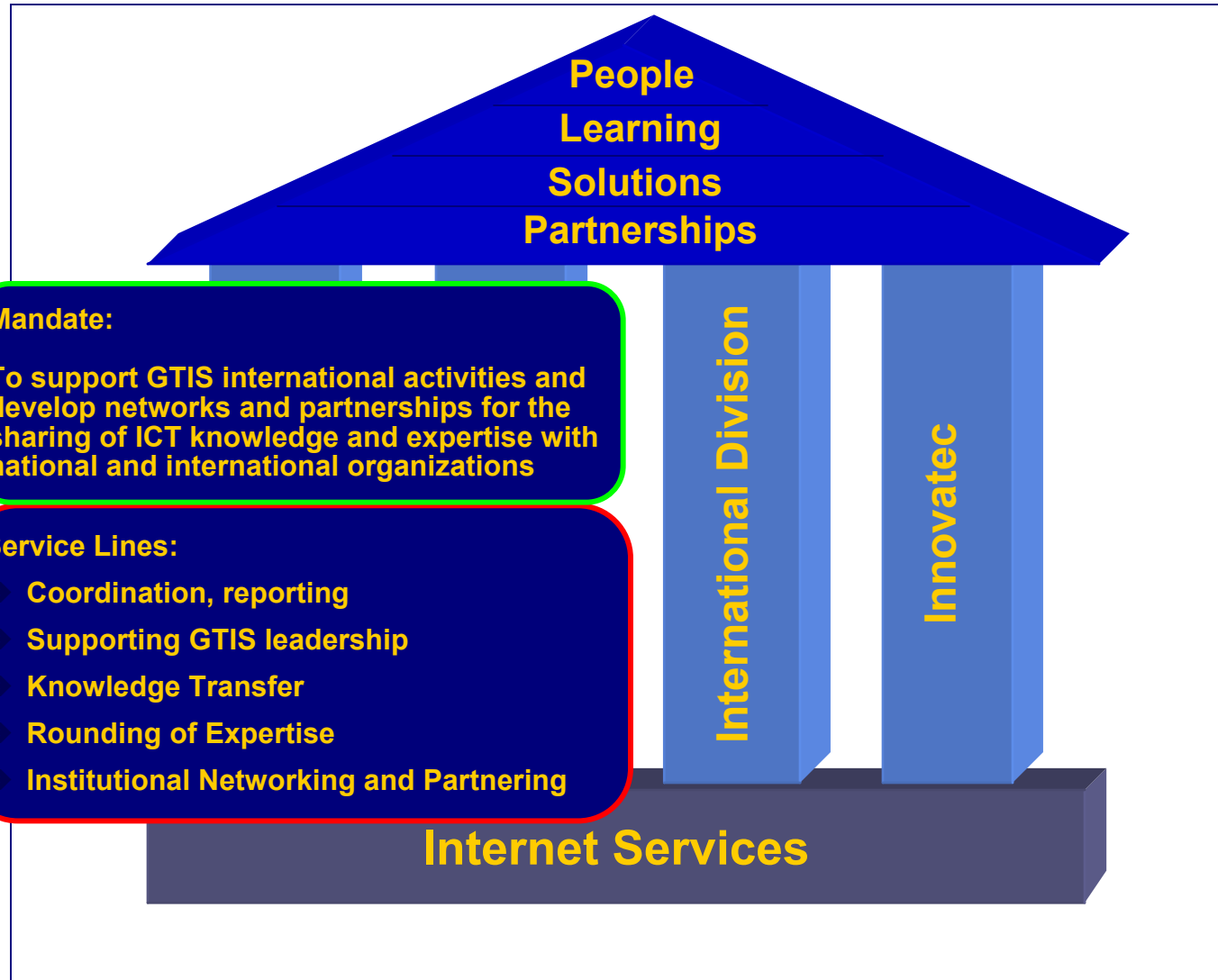
The Knowledge Institute



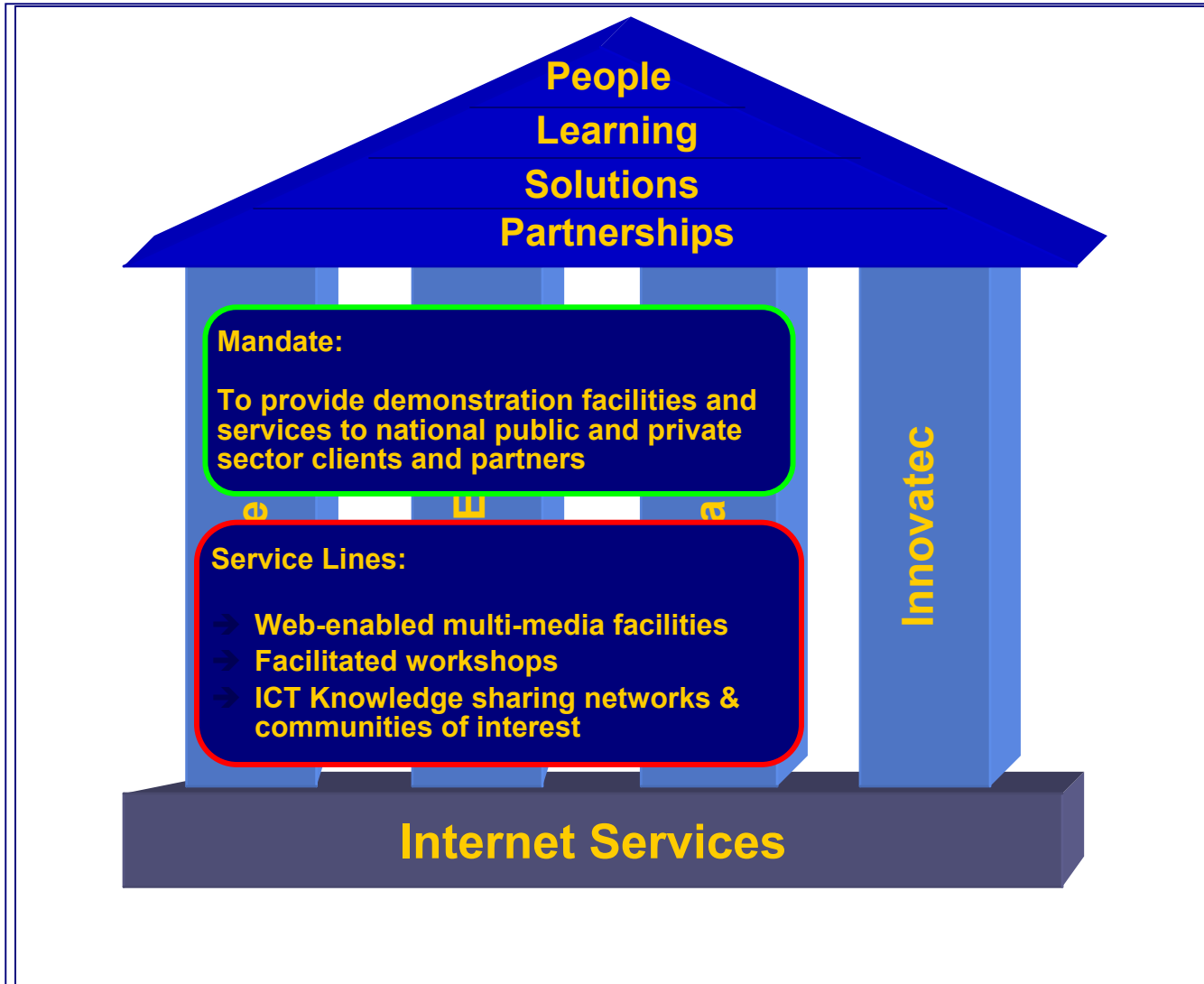
The Knowledge Exchange



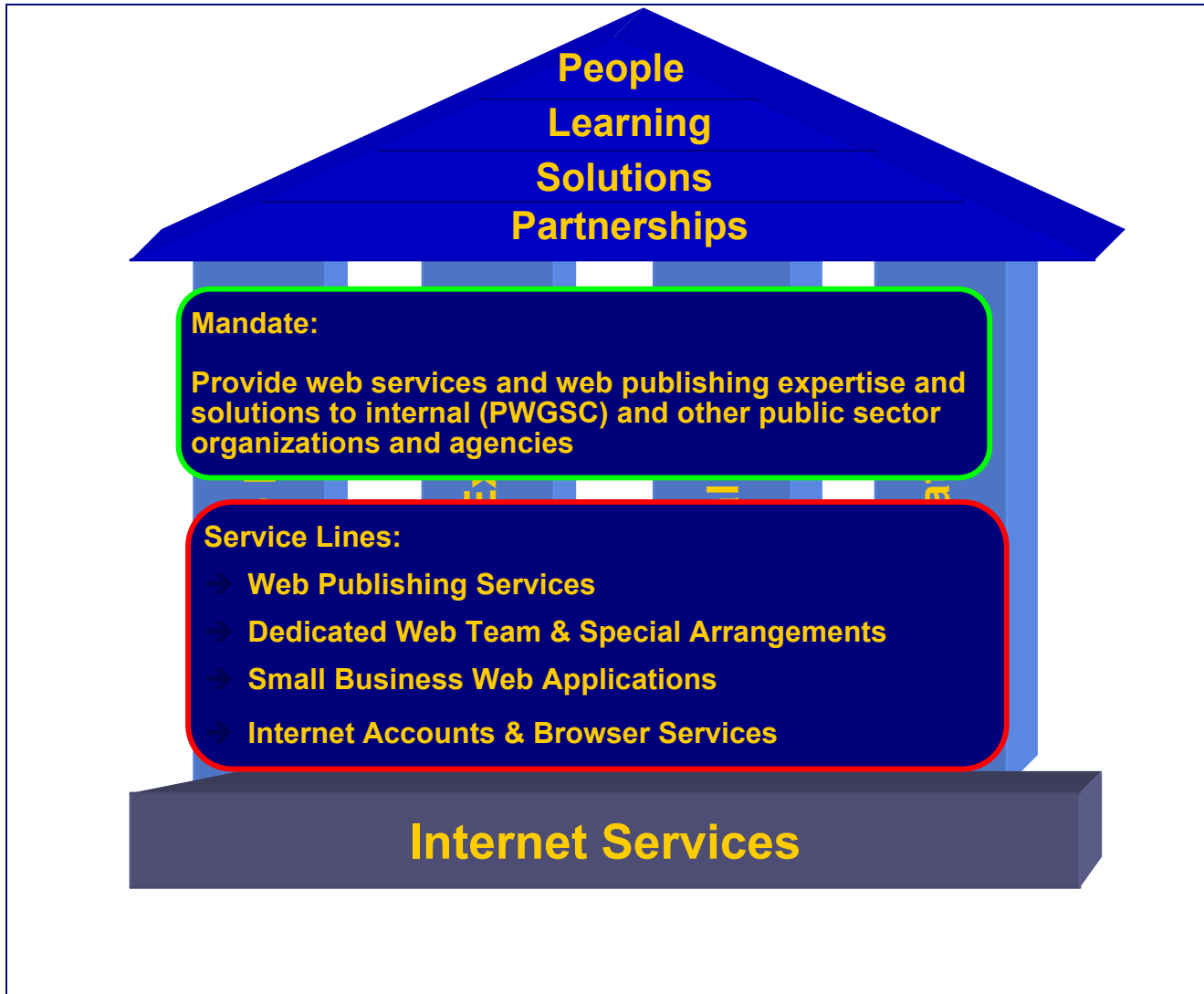
International Division



Innovatec



Internet Services



Guiding Principles & Values

- **Trust**
- **Respect**
- **Integrity**
- **Quality**
- **Fairness**
- **Courage**
- **Fun**

- **Transparency**
- **Teamwork**
- **Innovation**
- **Dedication**
- **Sincerity**
- **Appreciation**

An Exciting Future

**People are the heart of technology innovations –
The Knowledge Centre Directorate is helping people to
chart the way forward to enable e-government for
today and tomorrow.**

Thank you

For more information please contact us:

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