Digitally Transforming Corporate Services at Transport Canada

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Transport Canada's Digital Transformation Progress

Our Multi-Faceted Approach to Corporate Services Modernization:

➤ **Automation evolution**:
- Established a solid automation toolkit
- Developed in-house technical and functional expertise

➤ Harness the power of **Data Analytics**:
- Leveraged our data warehouse
- Integrated financial and program data
- Enhanced cross-functional collaboration

➤ Improved **Business Processes**:
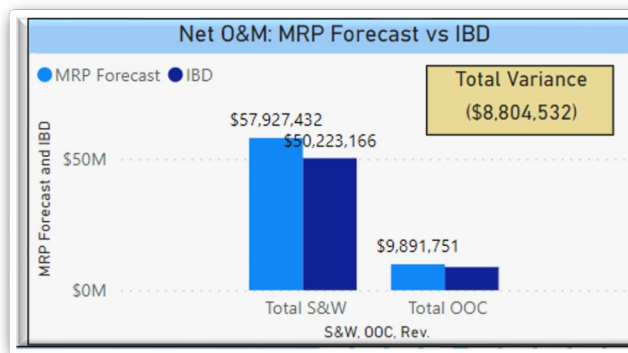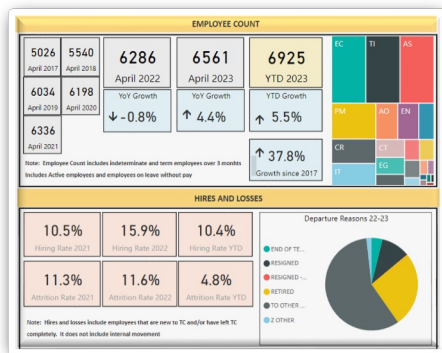- Review and leaning of processes, in advance of automation

Focus on Data: Implementation of tools that provide access to real-time data for enhanced decision making, including:

➤ A full suite of Financial and Human Resources **Power BI Dashboards** for managers, planners and analysts

➤ Integration of Operational and Financial Planning, Risk Management and Performance Measurement in the **Corporate Data Pathfinder** system

➤ Implementation of **Predictive Analytics** to better anticipate year-end financial position based on historical data

# Building on our Digital and Data Management Successes

Analytics and Automation

Data analytics and automation have enabled TC to efficiently respond and adapt to emerging priorities by directing resources to where they are needed most.

- Operational dashboards monitor processing and facilitate load balancing to align automation resources to transactional volumes

- Prescriptive and predictive dashboards enable scenario modeling for improved and prompt decision making

- Enhanced access and clarity of data

Lessons Learned
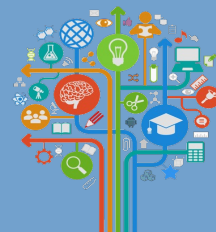
Championing Experimentation and Multi-Layered Change Management:

- Leveraging subject matter expertise and developing in-house capacity

Ongoing monitoring of benefits realization:

- Improved processing, reduction of manual data entry and reporting

- Improved data quality:
  - Accuracy   - Consistency
  - Timeliness - Completeness

- Strengthening of internal controls and timeliness of corrective actions

Investing in our Future
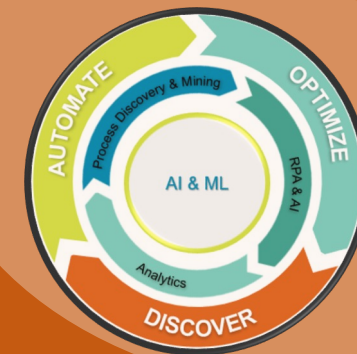
- Expanding to Comprehensive End-to-End Business Process Automation and Analytics

- Prescriptive and predicative analytics to inform departmental strategies

- Leveraging Generative AI (e.g., analytical modeling and Chat Bot for financial policy)