



Digital Transformation Framework

Presented To: Township Council

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Significance

- A Digital Transformation Framework provides an organized, overarching foundation for leveraging technology to enhance operations, improve services for residents and drive innovation.
- Ultimately, providing a blueprint for creating a connected and thriving community.





"Pioneering Progress
and Advancing Together"

Digital Strategic Priority Areas



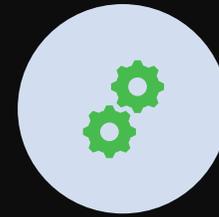
DIGITAL SERVICES



**DATA AND
TRANSPARENCY**



**CONNECTING THE
COMMUNITY**



**INTERNAL DIGITAL
TRANSFORMATION**



**CONTINUOUS
INNOVATION**

Digital Services



Objective:

Offering a complete suite of accessible, readily available and easy to use online services, extending value to residents whenever and wherever they need it.

Key Results:

- Virtual Assistant
- Automated Forms
- Dynamic Appointment Booking
- Digitized Service Processes
- Smart City Initiatives

Data & Transparency



Objective:

Empower departments to leverage data to make better decisions and ultimately publish performance metrics publicly for open citizen access.

Key Results:

- Improve internal data fundamentals
- Data and analytics templates
- Centralized data warehouse
- Dynamic dashboards
- Publicly available data visualizations

Connecting The Community



Objective:

Reach people where they want to be reached. As new channels for communication open, we'll be ready to engage with our community and foster healthy interactions. Prerequisite for this is reliable internet for all.

Key Results:

- Free high-speed Wi-Fi at all King facilities
- Community digital literacy workshops
- Enhanced social media presence
- Reimagined engagement content
- Single Sign-On Resident Portal

Internal Digital Transformation



Objective:

Developing a world class municipal organization that leverages the latest technology to generate exceptional value for residents.

Key Results:

- Develop high levels of internal digital literacy
- Artificial intelligence productivity tools and solutions (ex: Microsoft Copilot)
- Software review and investments in better tools/reducing feature overlaps
- Robotic Process Automation (RPA)

Continuous Innovation



Objective:

As technology continues to rapidly evolve, King Township will stay at the forefront of innovation and seek constant opportunities to improve.

Key Results:

- Regular scans of industry best practices
- Early awareness of disruptive technology
- Grassroots proposals for process improvements and digital transformation initiatives

Principles

Resident
Centric

Digital First

Curiosity

Transparency

Accountability

Simplicity

Scalability

Continuous
Improvement

Phased Launch Approach

Waiting is costly. A holistic plan takes time.

Digital Transformation Framework 1.0

Launch: 2024 (Q2)

Deliverables:

- Digital Vision, Digital Mission, Principles
- Strategic Priority Areas
- Quick-Win Projects
- High-Level Timeline Projection
- Stakeholder Engagement Plan
- Identification of Required Supports

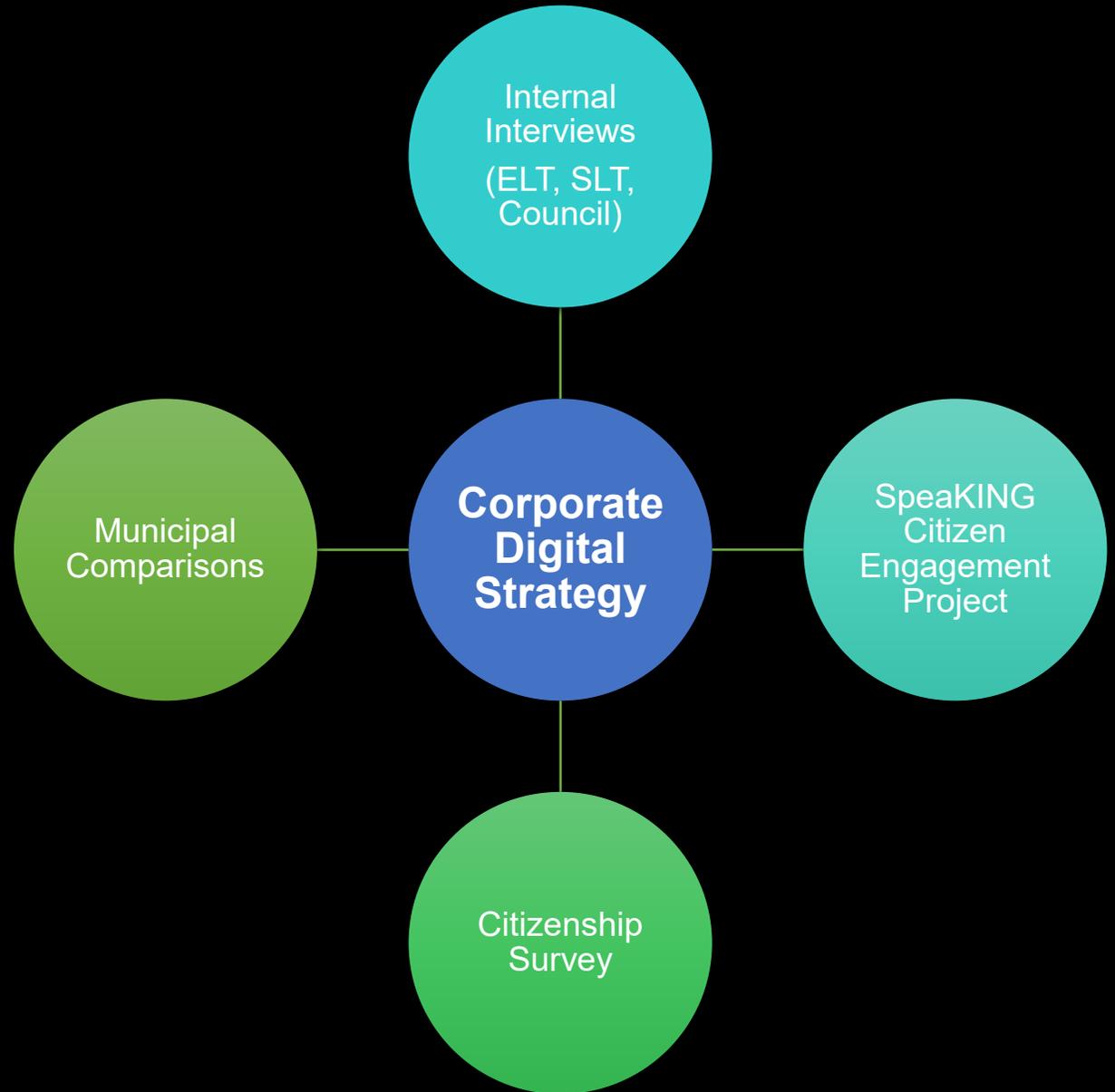
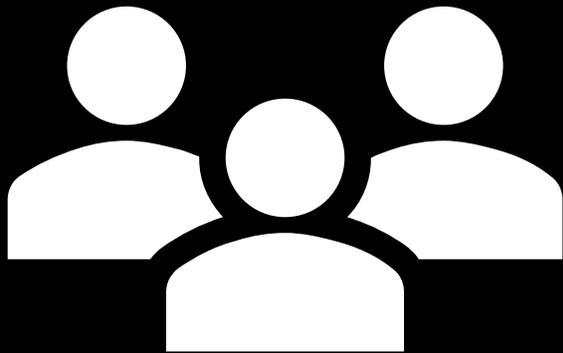
Digital Transformation Framework 2.0

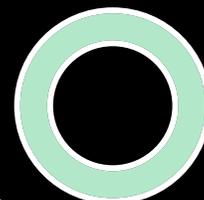
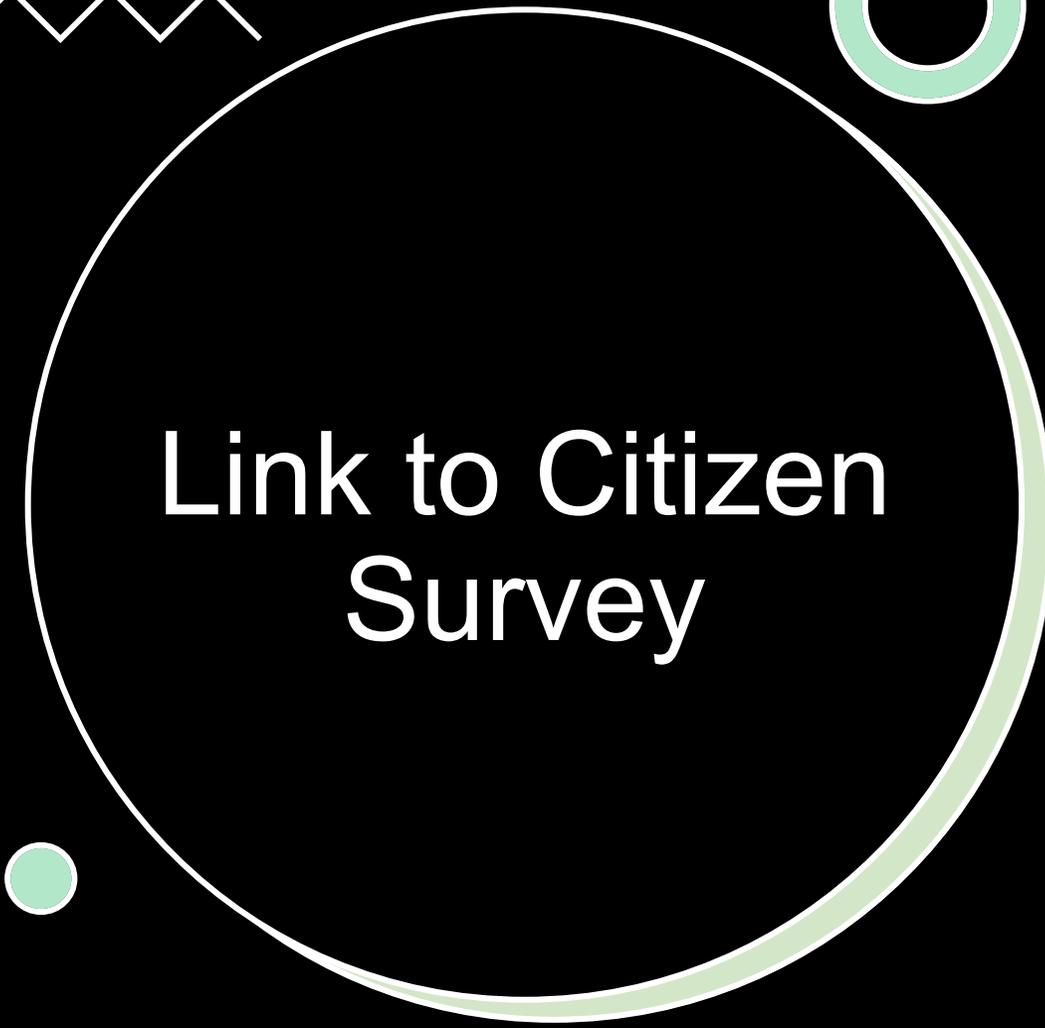
Launch: 2025 (Q4)

Deliverables:

- Completed stakeholder engagement
- Finalized internal supports including required policies
- Consultant input
- Roadmap for the future
- Finalized, comprehensive digital strategy

Stakeholder Engagement





Link to Citizen Survey

- Highest reported concern for citizens is Municipal Governance, Taxation and User Fees.
- 68% of respondents agreed that King Township provides services and operations that continuously meet their everyday needs.
- 69% agree that King Township should offer more services online.



Alignment with Corporate Strategic Plan



“In an evolving, dynamic, and complex Township, the need to manage and adapt to change has become crucial to maintaining the success of local government and the community at large.”

- **Objective:** Increase data-driven decision making to improve organizational performance
- **Objective:** Enhance Citizen Service Experiences

Preview of the (near) Future



Kingsley - Virtual Assistant



Microsoft Copilot



Smart Automations & Data Dashboards