



Observatory of
Public Sector Innovation

Canada Report Supplement
Illustrative Examples of Innovation





Disclosure

This supplementary booklet should be considered as a working document that was used in the production of the report *The Innovation System of the Public Service of Canada* (OECD, 2018).

Due to the fragmented nature of any innovation system, it is quite possible there are errors, omissions, or things that have been misinterpreted or nuances missed (but that's part of the learning process). We invite the reader to note that as such, this document has no official standing, but was shared for instructional purposes as part of OPSI's work and to fulfil the mission to help countries understand their public sector innovation systems. It should not be used as a formal reference or for citation.



Illustrative examples of innovation

Understanding the innovation system also requires understanding the innovation that it generates. While the Public Service of Canada has many examples of innovation that have occurred, it is difficult to build a complete picture of the activity. Innovations are not always as identified as such; they may be recognised as innovations only later on; or they may occur “under the radar”, with people not wishing to draw attention to them. Additionally, often innovation is only associated with successful innovation, with those that tried and failed either not acknowledged, concealed or forgotten. Building a complete picture of the innovation that has occurred is problematic, as is potentially drawing too many conclusions about those that do get identified and recognised.

Here is a timeline of some of the examples of innovation that have occurred in recent years. It is not an attempt to be exhaustive, rather to highlight that innovation is very much something that is occurring in the Public Service of Canada, even though it might not yet be systematic or systemic.

2005

- Service Canada established (www.canada.ca/en/employment-social-development/corporate/portfolio/service-canada.html)

2006

- Common Human Resources Business Process introduced (www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/commonhumanresourcesbusinessprocesschrbp.htm)

2008-09

- GC Tools launched (www.canada.ca/en/treasury-board-secretariat/campaigns/gctools-hackathon/gctools.html)

2009

- Canadian International Food Security Research Fund (www.idrc.ca/en/initiative/canadian-international-food-security-research-fund)

2010

- Bitext and Analyzer (www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/bitextandalyzer.htm)
- Grand Challenges Canada (www.grandchallenges.ca)

2011

- “Come scan with us” (www.horizons.gc.ca/eng/content/opportunities)

2012

- Metrics of Success (www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/metricsofsuccess.htm)
- Procure to Pay (www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/procuretopay.htm)
- National Call for Concepts for Social Finance (www.canada.ca/en/employment-social-development/programs/social-finance/consultations-report.html)
- Open Data Portal (<http://open.canada.ca/en>)

2013

- InfoBase (www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/tbsinfobase.htm)

2014

- Newcomer Settlement Prototype Initiative (www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/prototypingnewapproachestoimprovenewcomersettlementexperience.htm)
- Use of Telepresence Robots (Policy Horizons Canada)
- Job Match (www.jobbank.gc.ca/content_pieces-eng.do?cid=6843)
- Veteran’s Benefits Browser (www.veterans.gc.ca/eng/services/resources/benefits)
- Open Policy Development (www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/openpolicydevelopmentdp.htm)

2015

- Design Thinking and Online Services (www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/usingdesignthinkingtoencouragetakeupofonlineservices.htm)
- Micro-Missions Pilot (www.canada.ca/en/treasury-board-secretariat/corporate/reports/treasury-board-secretariat-public-service-renewal-results-2016.html)
- “It’s not me, it’s you” (www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/itsnotmeitsyoutpolicyinterventionsbyforpeoplewithdisabilities.htm)
- Innovation Teams Incubation Model (<http://v.fastcdn.co/u/d6d6ac2d/11150033-0-NRCan.pdf>)
- Remote Video Interpretation Service (www.oecd.org/governance/observatory-public-sector-innovation/innovations/page/remotevideointerpretationservice.htm)

- Play Exchange Competition (www.changemakers.com/blog/play-exchange-open-voting)
- PS App Challenge (www.pco-bcp.gc.ca/docs/innovation/rpt3/docs/rpt-eng.pdf)
- Carrot Rewards App (www.carrotrewards.ca/home)

2016

- Impact Game (<https://ideacouture.com/impact>)
- Indigenous Youth Summer Employment Program (www.canada.ca/en/treasury-board-secretariat/news/2017/02/government_of_canada_launches_indigenouslyouthemploymentprogram.html)
- International Policy Ideas Competition (www.international.gc.ca/world-monde/policy_challenge-defi_politique.aspx?lang=eng)
- Free Agent Program (<https://prezi.com/7rzcv2xjvcgk/free-agents>)
- Let'sTalkCleanResources.CA (www.letstalkcleanresources.ca)
- Partnering to Hack Homelessness (<http://datafestottawa.ca/next-event>)
- Open Heritage Portal (<https://documents.techno-science.ca/en/index.htm>)

2017

- Talent Cloud Initiative (<https://gccollab.ca/groups/profile/19750/talent-cloud>)
- Smart Cities Challenge (www.infrastructure.gc.ca/plan/cities-villes-eng.html)

- replacement of Reverse Mentors with Policy & Program Entrepreneurs (www.canada.ca/en/innovation-hub/services/mandate-letter.html)
- Federal, Provincial and Territorial Declaration on Public Sector Innovation issued (www.canada.ca/en/innovation-hub/services/Federal-Provincial-Territorial-Declaration-Public-Sector-Innovation.html)
- Central Innovation Hub becomes Impact and Innovation Unit, and Impact Canada Initiative launched (www.canada.ca/en/innovation-hub/services/blog/announcing-impact-innovation-unit-launch-impact-canada-initiative.html)
- Innovative Staffing Resource Management Strategy Launched (www.canada.ca/en/innovation-hub/services/blog/innovative-staffing-approaches-getting-right-trifecta.html)

