



# Digital Strategy

Key Themes Arising

Change is **hard**

We lacked a shared sense of

What? Why?

Our **guiding coalition** is coming together

Our **army** is already in action





# Mines Digital Service

Start small. Grow.  
Collaborate to  
multiply impact.

Be willing to  
experiment – Sprint  
With Us

Change is worth it

# Workstation Refresh

Our Focus: **User Experience**

Our Challenge: Technical Issues

Our Commitment: **Make it Right**



# ServiceNow Update

## My Service Centre

**Benefits to us:** fulfilment, problem solving, fulfilment

**Benefits our Clients:** more information, better service

**Next up:** iStore -> ServiceNow

### **Outcomes:**

- Faster transfers
- Time savings
- Productivity increases





# Meeting of the Joint Councils & the Whitehorse Declaration







# Data Roadmap

The background of the poster is a dark, out-of-focus photograph of a large crowd of people at a night event. The crowd is illuminated by warm, golden light, and many people have their arms raised. Above the crowd, there are numerous colorful bokeh lights in shades of red, orange, yellow, purple, and blue, creating a vibrant and festive atmosphere. A semi-transparent dark blue horizontal band runs across the middle of the image, serving as a backdrop for the text.

**OCIO**

Office of the  
Chief Information Officer

# CONNECT

**OCTOBER 2 – 3, 2018**

Any Questions?

