

# AT A GLANCE: Ministry calls to action

## MISSION 1: Connected services

Prioritizing and delivering accessible, inclusive and connected services that can solve a person's complex problem as a whole, not in parts.

1. Collaborate across government to identify service gaps and opportunities across service journeys.
2. Apply service design principles to all service modernization projects.
3. Deliver at least three priority connected services by 2025.

## MISSION 2: Digital trust

Delivering digital services that people trust and can access safely and securely.

1. Adopt government identity and trust services.
2. Embed privacy and security by design into services.
3. Design websites and digital services to be inclusive, accessible, modern and consistent with other government websites and services.

## MISSION 3: Reliable and sustainable technology

Supporting reliable service delivery by improving the way we build and operate technology and digital services.

1. Fund technology as products and services rather than point-in-time investments.
2. Adopt common components to reduce duplication.
3. Develop and run reliable, responsive, and adaptable applications.
4. Update key systems that are at risk of failure.

## MISSION 4: Digitally equipped BC Public Service

Equipping the BC Public Service with the skills, culture, tools, and ways of working needed to deliver programs and services in the Digital Age.

1. Support public servants in acquiring modern digital skills.
2. Help senior leaders gain the digital literacy and other competencies needed to lead in the digital era.
3. Build internal capacity to support digital service delivery instead of relying solely on partnerships with the private sector.

Find the full Digital Plan at [digital.gov.bc.ca](https://digital.gov.bc.ca)