

Technology Working Group

The **Settlement and Integration Policy and Program Committee (SIPPC) Technology Working Group** is a table to bring together **Immigration, Refugees and Citizenship Canada (IRCC)** and representatives of funded settlement organizations under the **Settlement and Resettlement Assistance Programs**. This working group is dedicated to identifying, developing and recommending **innovative strategies** and **best practices** to **optimize hybrid service delivery models**, and **enhancing sectoral digital capacity** for service provider organizations (SPOs).

Recognizing the dynamic nature of immigration and technological landscapes, the mandate of this working group remains **adaptable** and **responsive** to evolving needs.

Objective 1

Identify and compile existing best practices and emerging trends in online service delivery, including findings from the SISDC Data Privacy and Cybersecurity working group cybersecurity, and data privacy mapping exercise, to augment strategies for learning and enhancing contextualized and ongoing digital capacity of IRCC-funded SPOs, particularly in new, smaller and rural organizations.

Purpose: To understand the current state of SPOs' digital maturity across the country and develop realistic strategies to improve SPOs digital capacity and SPO collaboration in addressing barriers to digital service delivery.

Objective 2

Develop input for a strategic vision for digital service delivery and transformation, incorporating a central repository for housing resources and protocols to safeguard information, and evaluation metrics to identify baseline capacities, resources and organizational culture requirements necessary to achieve this vision and fortify the Sector.

Purpose: To foster IRCC and sector collaboration in developing a strategic vision for digital transformation and identifying requirements to mobilize the strategic plan.

Objective 3

Formulate tools, training and resources, such as; roadmap(s), checklists and fact sheets to enable SPO staff to optimize existing service delivery models, and strengthen digital capacity of SPO staff and leadership

Purpose: To collect and centralize existing tools, training and resources that can support the sector in building digital capacity, particularly around mitigating potential risks associated with the use of Advanced Digital Technologies (e.g., AI, automation of services) in service delivery.

Objective 4

Liaise with the SISDC Data Privacy and Cybersecurity working group to define criteria for enhancing digital capacity and crafting digital learning strategies and training opportunities.

Purpose: To ensure that the work of the SIPPC and SISDC WGs operate in complementarity to one another.