

Session title: Using Next Generation Digital Platforms to Advance Ethics Compliance

Facilitator:

Greg Amato, Vice President, PCC Technology Group

Date and time: Monday December 9 2013, 1:45 pm

Rapporteur: Alain Gagné

Session Summary

Presentation objective: Demonstrate the value of cloud computing in order to enable different agencies to use digital platforms while achieving a surprising level of cost-effectiveness.

Digital platforms can be very useful, especially for agencies with low budgets. One of the solutions put forward by PCC Technology Group allows users to pay only for services that they use. By customizing the product so that it meets the client's needs, PCC makes its platforms easy to use, regardless of the rules, needs and expectations of all concerned.

With time, there was an increase in the number of cases that did not respect ethical standards. People in positions of power were no longer accountable. What's more, employees feared reprisals in whistle-blower cases. PCC was attuned to this problem because the majority of its clients were from the public sector. They realized that employees were making inappropriate use of social networking sites (Facebook, Twitter) during business hours. To address this unethical behaviour, PCC found a solution that consisted of allowing the possible use of a private social network that was built-in to its applications to prevent this type of unethical use.

Leverage digital to digital platforms and ethics framework. With its digital platforms, PCC is trying to encourage its clients to minimize the use of paper, which considerably reduces costs. The use of electronic documents means paper filling is no longer required. Furthermore, the platforms' data bases, accessible by empowered citizens, can be used to monitor and verify government transparency and integrity. By validating the data received, the data bases can be used to verify financial transparency as well.

Mr. Amato highlighted the pros and cons of choosing an internal vs. and external provider. When there are sufficient resources to choose an internal solution, a problem often arises. If the software developer leaves the company to take a position elsewhere, there is no longer any support available for the application. Also, one must always keep in mind the need for the application to be frequently updated and upgraded to keep up with technological developments. With time, these problems can become a real headache for a manager.

By choosing an external provider, the client does not have to worry about such problems. The provider will ensure that applications remain up to date and will provide the required support, generally at a lower cost. There are three main factors to consider

before making a choice: money, time and available resources. One has to think long term before making a choice.

Mr. Amato explained that PCC favours the use of cloud computing, which lowers costs enormously and provides an expansive environment. The environment and the server are shared, but data are not. PCC uses reusable code modules that are designed for various applications. All that needs to be done is to program the specifics for each client, which is cheaper and quickly done. If training is not provided, all that's left is to transmit as much information as possible to users so they can maximise the possibilities offered by the digital platforms.