# Concept case for digital projects

The Office of the Chief Information Officer (OCIO) of the Treasury Board of Canada Secretariat (TBS) is implementing new measures to improve the outcomes of digital projects across the Government of Canada. Among these measures is a requirement set out in the [Mandatory Procedures for Concept Cases for Digital Projects](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=32578) that departments must prepare a concept case in support of the possible initiation of digital project to solve a business problem or to take advantage of an opportunity to improve program outcomes.

A concept case is an examination of the problem or opportunity, and a description of the conceptual future state and desired business outcome(s). As a result, the concept case identifies the key information upon which a potential future project will be predicated. The concept case should be completed before a business case is started. When completing the concept case, departments must consider how it aligns with the overall strategic direction of the Government of Canada, as well as the departmental investment plan and departmental digital or IT plan. Concept cases must be approved by the business owner (assistant deputy minister level and above) prior to submission to TBS via the program sector analyst, as well as to the itprod-despti@tbs-sct.gc.ca mailbox, using the template provided in this document.

Once submitted, the OCIO at TBS will review all concept cases and provide endorsement and feedback back to the department. This feedback, advice, and/or guidance provided in response can be integrated into the future project activities as it moves forward. The concept case also provides an early signal to TBS with respect to prospective digital projects on the horizon, thereby facilitating earlier engagement prior to significant investments in project definition and before a project course is set.

For any questions or concerns regarding the development of the concept case, contact itprod-despti@tbs-sct.gc.ca for more information.

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| **Proposed initiative:** | Click here to enter text. |
| **Department:** | Click here to enter text. |
| **Assistant Deputy Minister business owner:** | Click here to enter text. |
| **Date:** | Click here to enter text. |
| **Signature:** |  |

| Problem or opportunity statement |
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| Provide a succinct problem statement (ideally a single sentence) which describes the business problem, the key stakeholders affected, and the reason why this is important.Example: Department XYZ lacks a capability to manage the end-to-end client journey of Canadian citizens resulting in service 20% below standard and lost files. |

| Current state or context |
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| Elaborate on the context within which the problem occurs, and provide objective evidence, such as KPIs or metrics, that demonstrate the magnitude of the problem. |

| Root cause |
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| Identifying the root cause is important to ensure that any future action taken to resolve the problem will consider the causes of the problem and in the future not be subject to the same circumstances. |

| Desired business outcome |
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| A business outcome is the result of the outputs and/or capabilities being delivered by a project or programme and being used in day-to-day operations.Example: Department XYZ is using a complete case management capability to manage interactions with all five of its clients segments, while delivering services on time and accurately in 95% of interactions, as well as exceeding the client satisfaction service standards. |

| Future state |
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| Describe what the department(s) envision as the future state in terms of people, process, information, and technology. |

| Next steps |
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| Provide a high level list of the anticipated next steps to resolve this problem. |