



Government
of Canada

Gouvernement
du Canada



Powering Service Delivery at Scale

Canadian Digital Service / 2026-2027 Tactical Plan



The [Canadian Digital Service \(CDS\)](#) powers service delivery to the public. CDS offers government teams digital products to provide a better, more integrated service experience to clients, one that enhances trust in government, and gives better access to government programs, all while driving operational efficiencies.

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Purpose and strategic context



Source: www.magnific.com

Strategic foundation: CDSNext vision 2024–2027

This Canadian Digital Service (CDS) Tactical Plan outlines CDS’s priorities, deliverables, and areas of focus for the 2026-27 fiscal year towards the four missions of the [2024–2027 CDSNext Strategic Vision](#).

The Plan provides information on how CDS is enabling the delivery of Government of Canada priorities, including better outcomes for people and businesses in Canada and more efficient government operations.

The Tactical Plan demonstrates the organization’s commitment to transparency and accountability, consistent with the Government’s [Trust and Transparency Strategy](#). It aligns with the Government’s [Digital Ambition](#) by strengthening public confidence in how digital services are built and delivered.



Mission 1

Easy access to government services for all people and businesses

Government services and information are easy to access, reducing friction and improving outcomes for end users.



Mission 2

Human-centered client experiences focused on solving whole problems

Service journeys, whether single department or across multiple departments, are human-centred-by-design and simplified, focused on the problem an individual is trying to solve.



Mission 3

Effective, efficient, and trustworthy services enabled by data and technology

Services are strategically technologically enabled, built on best evidence, data, and strategic technological enablement and continuously improved.



Mission 4

Empowering people to deliver

Public servants have the enabling conditions and skills needed to help the Government achieve new levels of digital maturity.

From doing things differently to doing them at scale

As CDS enters the final year of the [2024–2027 CDSNext Strategic Vision](#) and moves closer to its 10th anniversary in June 2027, its mandate is more important than ever to both Government of Canada priorities and national outcomes.

Despite operating with less than 0.25% of total federal IT spending, CDS delivers real, measurable cost avoidance and has demonstrated proven scalability. Continued adoption of these products, from large frontline service departments to small offices and agencies, helps move the Government of Canada closer to true end-to-end digital service delivery, meet or exceed digital policy and service standards, and demonstrate industry best practices and competitiveness with market alternatives.

GC Notify, GC Forms, and GC Design System continue to improve service quality and consistency across government, increasingly being integrated into critical programs and services, while newer products, such as CanadaLogin and GC Issue and Verify are establishing a secure and seamless digital front door for government services and providing national digital public infrastructure that enables issuance and verification of secure digital credentials that work across systems, respectively. In parallel, CDS's Services team provides digital expertise directly to departments, co-creating user-centred, resilient digital services. This model supports stronger digital maturity across government, anchored in shared platforms, common standards, reusable infrastructure, and on-demand expertise.

The Government of Canada is operating in an environment of sustained domestic and international pressures, rapidly evolving technology and threat environment, and continued public expectations for modern, reliable digital services. Looking ahead, CDS has a clear opportunity to evolve in scope and scale to unlock greater value for Canada, building on its track record to date. This includes expanded collaboration beyond federal boundaries to provinces, territories, and municipalities in Canada, as well as other Canadian sectors, and partners outside Canada towards better harnessing investments in Canadian digital tools towards common goals.

The next iteration of CDS's Strategic Vision beyond 2026-2027 will build directly on the success and lessons of the past ten years. It will set out a clear path to scale proven ways of delivering high-value, trusted digital services into direct contributions at a national and international level, including by:

- Strengthening digital sovereignty by “building once for Canada and reusing”
- Advancing digital public infrastructure for Canada to support national outcomes
- Continuing to improve services while reducing costs to invest elsewhere
- Leveraging artificial intelligence to complement human expertise
- Building strategic partnerships across the federal government and beyond

Strengthening digital sovereignty by “building once for Canada and reusing”

Recent geopolitical developments have highlighted the need for governments to strengthen digital sovereignty by reducing their dependence on foreign-owned digital technology and services, and to strengthen collaboration with like-minded international partners.

Since its founding, CDS has led by example, building open and reusable products that augment digital capacity across government. This includes building Platform products such as GC Notify, GC Forms, and GC Design System as Digital Public Goods (DPGs): open source, designed for reuse and interoperability, and supported by governance and safeguards.

Canada is well positioned to be a leader in open-source, interoperable solutions that reduce reliance on foreign technology. To leverage and contribute to leading international ways of working, CDS joined the United Nations-backed [Digital Public Goods Alliance](#) on behalf of the Government of Canada. Membership enables Canada to collaborate with countries and institutions invested in the same paths, and to access a curated collection of code and resources that are technically vetted and free of proprietary dependencies. Over time, this will make it easier to identify, adopt, and scale the next set of trusted digital solutions for the GC and beyond, improving Canada's ability to quickly respond to changing needs while prioritizing digital sovereignty.

Advancing digital public infrastructure for Canada to support national outcomes

Strengthening digital sovereignty and artificial intelligence requires continued progress on digital public infrastructure (DPI): the core foundational digital systems (e.g., digital credentials, digital payments, and data exchange) that provide equitable access to public and/or private services at societal scale, seamless delivery through interoperability across services and jurisdictions.

CDS is already delivering key elements of DPI through its Enterprise Digital Credentials Program. In the year ahead, CDS will continue to advance digital credentials and explore simple, scalable digital payments and data exchange use cases in collaboration with partners, critical components of any modern nation's DPI.

DPI capabilities directly support national priorities, including labour mobility by enabling trusted, verifiable credentials that reduce administrative barriers across provinces and sectors, and enabling Canadian firms to securely share standardized product information across supply chains and borders through “digital product passports”, strengthening trade, regulatory compliance, and economic sovereignty.



Source: www.magnific.com

Leveraging artificial intelligence to complement human expertise

Artificial intelligence is already improving government efficiency, including the automated triage of tens of thousands of Employment Insurance claims and meaningful reductions in backlogs. At CDS, AI is primarily a productivity tool. It changes how digital products are built and what those products can enable. It does not change CDS's mandate or the definition of good service delivery. User needs, trust, privacy, security, and accessibility remain foundational.

Today, CDS teams are testing and adopting AI in practical, controlled ways. Security teams apply automated tools to scan code and identify vulnerabilities sooner and more consistently. CDS user experience researchers and designers use AI to support data analysis, accessibility reviews, and early wireframe development. In all cases, AI supports professional judgment and expertise rather than replacing it.

Over the next two years, AI is expected to meaningfully change how CDS teams build products. Increased capabilities in automation for testing, quality assurance, and security will shorten delivery cycles, allow teams to focus on complex design and integration challenges, and ensure more consistent application of standards and processes. These gains depend on strong governance, high-quality data, and close alignment between AI adoption and core infrastructure. AI will further change how departments interact with CDS platforms, with an expected uptake in CDS's Application programming interface (API) delivery and direct integration with departmental systems.

Continuing to improve services while reducing costs to invest elsewhere

Like its G7 peers, Canada is facing sustained fiscal pressure. There is a clear need to deliver better outcomes at lower cost. In support of its enterprise service mandate, CDS will continue to strengthen its ability to measure and demonstrate the value of its products and services by refining its cost avoidance methodologies. This work will focus on developing meaningful, reliable numbers to support investment decisions, adoption, and long-term sustainability of common digital capabilities.

Research and consultations suggest that few jurisdictions have undertaken this type of analysis systematically. This presents an opportunity for Canada to demonstrate international leadership in developing benchmarks and standardized approaches for measuring the value of core digital capabilities, including digital public infrastructure (DPI). [CDS's product maturity model](#) remains a key planning tool to ensure the right conditions are in place to support successful growth and long-term sustainability of common capabilities that address shared challenges.

Building strategic partnerships

Over the coming year, CDS will continue to deepen strategic partnerships with our national and international counterparts: across the federal government, provincial and territorial partners, and similar-missioned organizations in academia, the private sector, and civil society, as well as internationally, building on collaboration areas and agreements already in place. These partnerships will support the delivery of secure, user focused, interoperable, and sustainably funded digital products and services built on shared standards, that benefit people and businesses across Canada.



Source: www.magnific.com



Planned evolution of our products and services



Source: www.magnific.com



CanadaLogin

Providing a common digital front door that enables people to use one sign-in method to access multiple GC services.



Underway (current priority for FY 26–27)

- CanadaLogin is ready to be an authentication solution for critical services.
- Maintain current services (External Credentials Management) until relying parties transition to CanadaLogin.
- Provide partners with visibility into CanadaLogin roadmap to support onboarding planning.
- Successfully complete the planned transition of selected partners to CanadaLogin.*



Next (planned priority for later in FY 26–27)

- Establish a process for ECM partners to test configuration and integration with CanadaLogin, supported by a transition plan.
- Develop and test a Minimum Viable Product identity proofing solution and inform of the outcome publicly.
- Establish CanadaLogin as the default authentication solution for all new service partners.



Exploring (FY 27–28 and beyond)

- Begin large-scale transition to CanadaLogin.

* All Sign In Canada users will be migrated to CanadaLogin by December 30, 2026.



GC Issue and Verify

Enabling government departments to issue and verify digital versions of physical credentials they already provide, like work permits and boating licenses.



Underway (current priority for FY 26–27)

- Continue production pilot testing.
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- Deliver operational readiness aligned with pilot partner expectations.



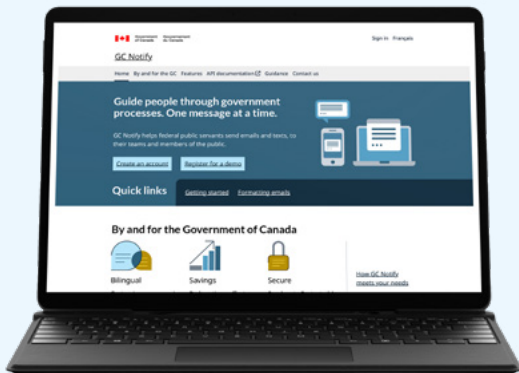
Next (planned priority for later in FY 26–27)

- Establish the means for recognizing third-party digital credential solutions for use in federal jurisdictions.
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- Onboard additional departments to the platform.
-
- Establish pathway for mutual recognition with other jurisdictions.



Exploring (FY 27–28 and beyond)

- Expand use case types as more partners are onboarded.



GC Notify

Empowering government to communicate more effectively with the public by delivering timely information through email and SMS.



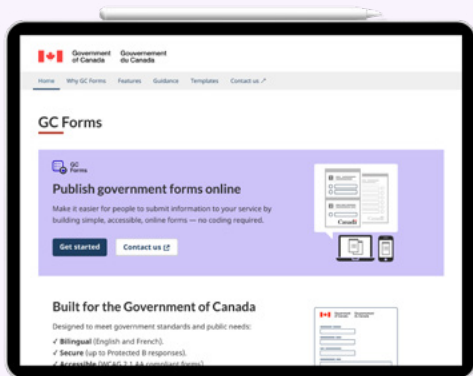
Underway (current priority for FY 26–27)

- Support large-scale programs to send SMS notifications at higher volumes than current baselines.
- Implement enhanced security practices.
- Provide new API features, including template management and report downloads.



Exploring (FY 27–28 and beyond)

- Exploring conversational messaging capabilities to enhance interactivity and responsiveness.
- Support a common platform authentication with shared unified log in for government teams across platform products, starting with GC Forms.



GC Forms

Helping government teams quickly and easily publish simple, accessible, online forms that the public can use to access the services or benefits they need.



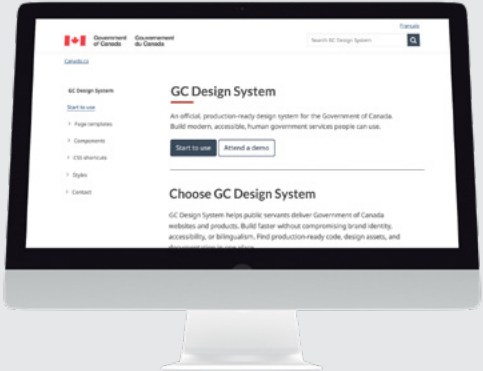
Underway (current priority for FY 26–27)

- Provide a new self-serve file upload feature and scalable response retrieval.
- Provide a new feature that enables updates to forms after they are published.
- Provide a new feature that enables multiple collaborators to draft and review forms.



Exploring (FY 27–28 and beyond)

- Support teams in telling real-world impact stories and growing product usage sustainably.
- Support a common platform authentication with shared unified log in for government teams across platform products, starting with GC Forms.



GC Design System

Providing a set of bilingual design principles, code components, and accessibility standards that enable GC teams to create consistent, inclusive, user-focused digital experiences.

Underway (current priority for FY 26–27)

- Support early adopters and current government teams' retention by establishing stability and release discipline.
- Deliver starter applications and templates for common environments.
- Deliver high-impact components for transactional services.

Exploring (FY 27–28 and beyond)

- Migrate websites to the GC Design System using AI.
- Prototype AI tools to generate user interface scaffolding faster.



Services

Providing hands-on delivery expertise to individual teams to increase GC capacity and readiness to adopt digital solutions, to improve service delivery, and reduce reliance on external contracting.



Underway (current priority for FY 26–27)

- Establish dedicated CDS teams to deliver multi-year engagements with federal departments.
- Maintain a continuous intake model to provide partners with timely access to short-term, high-value support.
- Design and implement an updated service blueprint to improve visibility, access, and effectiveness.



Exploring (FY 27–28 and beyond)

- Standardize and scale reusable assets and service offerings to expand self-serve access across departments.
- Assess feasibility and value of expanding services beyond design-led engagements and unlock new service offerings.
- Improve visibility and discoverability of services, engagements, and reusable resources.



What's next?



See how we're solving common problems to deliver better services and increase operational efficiency to better serve Canadians.

[Check out our 2025-2026 Annual Report](#)



Our clients and partners shape everything we do. Want to chat about our work?

[Let's talk](#)



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