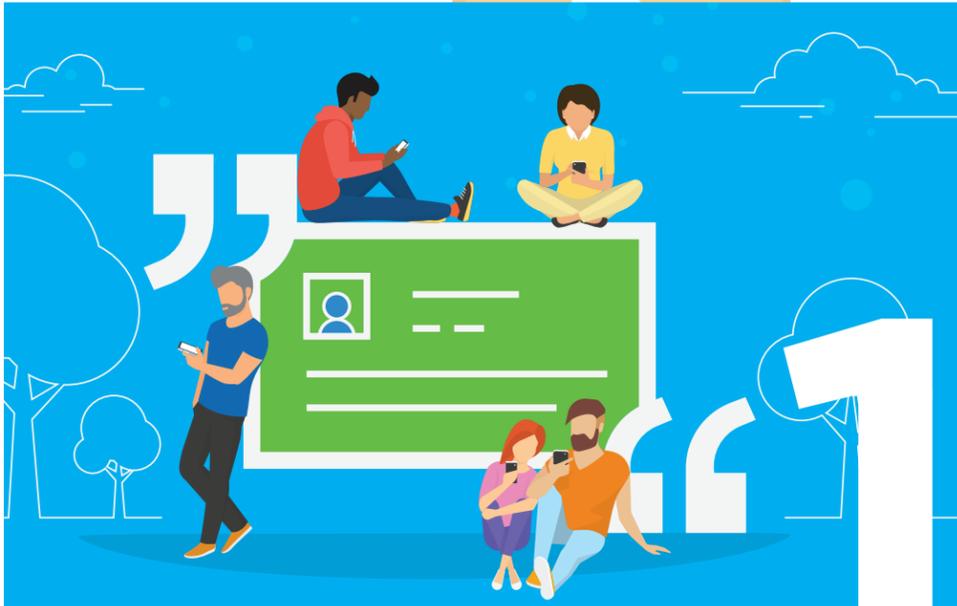




# Four Focus Areas for #VaughanDigital

vaughan.ca/**DigitalStrategy**



## An Engaged Community

**1**

A world class City is built through collaboration and with Citizen and multi-sector co-operation fostering a vibrant and engaged community that promotes diversity and inclusion. We believe that citizens should be heard.

**Goal #1:** Informed Citizens that know what's happening in their community

**Goal #2:** Citizens are fully engaged in the City

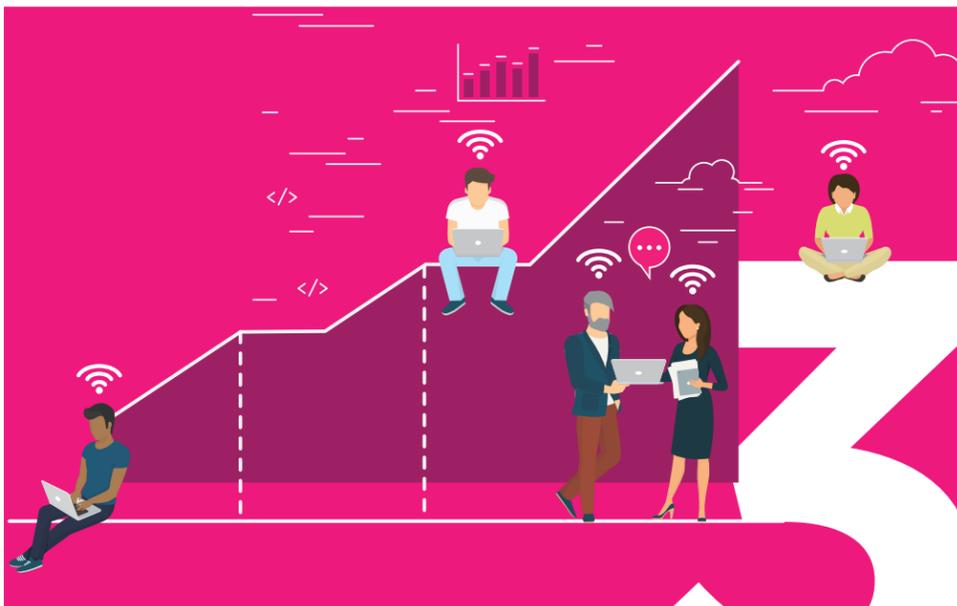
## Citizens can do business with the City through digital channels

**2**

The City believes that Citizens should be able to transact with the City anywhere, using the tools that work for them, 24x7. We will apply internet generation techniques to designing end to end services to be simple, easy to use and designed digital and mobile first.

**Goal #1:** Enhance the City's websites to make them easier to use

**Goal #2:** Launch new digital services, designed with and for the customer



## Be OPEN

**3**

The City aims to be open, transparent and accountable. We believe that openly sharing information and data with the community without restriction and in formats that allow the data to be used, analyzed and interpreted enables new perspectives and encourages valuable community discourse.

**Goal #1:** Be an open and transparent government

**Goal #2:** Open our data to the community

**Goal #3:** Provide open and free internet access via Vaughan Public Wi-Fi

## Internal Digital Transformation

**4**

City processes should be designed to be simple. We aim to reduce the number of times citizens have to come into City Hall, and to keep Citizens proactively informed, so that we reduce the amount of communications to find out 'what's happening'. We need to change the culture of City staff so that they begin to think digital first.

**Goal #1:** Internal Digital Transformation

**Goal #2:** Modernize city processes

**Goal #3:** Modernize the tools City staff use and how we work

**Goal #4:** Evolve into a data driven corporation

**Goal #5:** Getting Ready to Get Smart

