

# Using Design Thinking to Improve Service Delivery in the Government of Canada

*Ryan Androsoff & Alanna MacDougall*

OECD-ICA Webinar

“Delivering an Improved Citizen Experience through User-Driven Design Approaches”

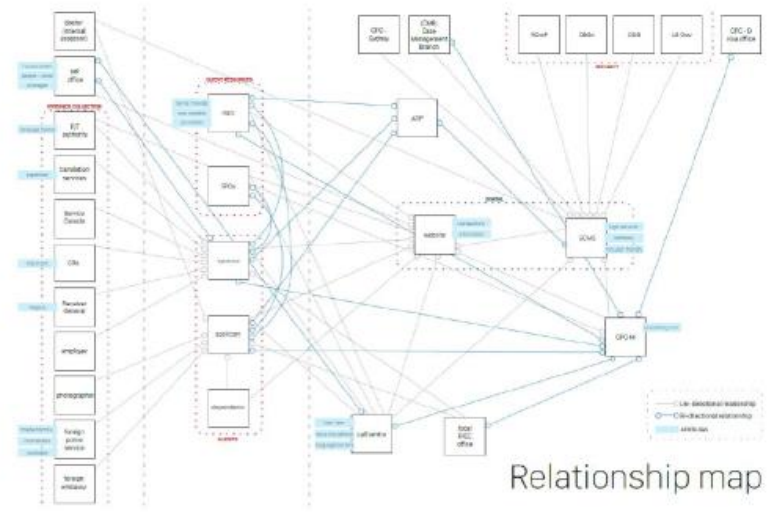
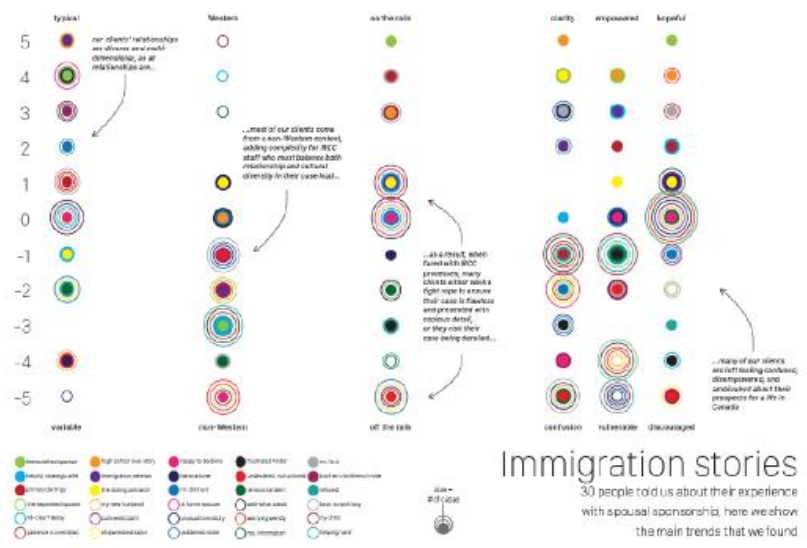
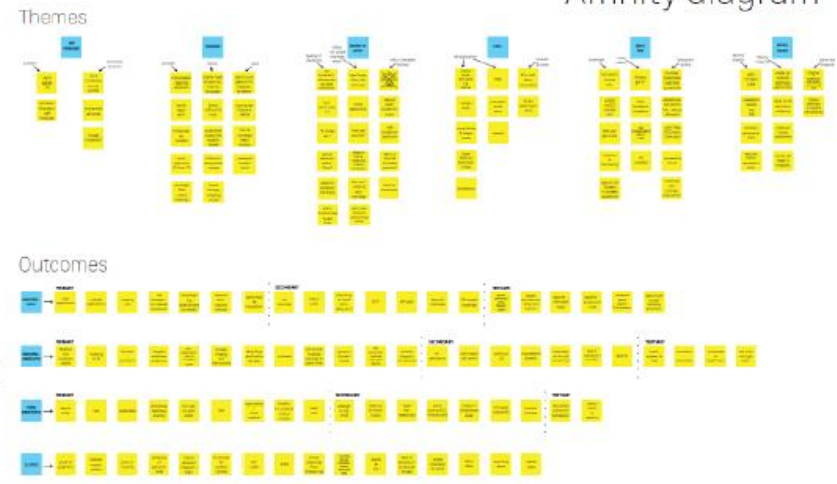
October 12, 2016

# Human Centred Design

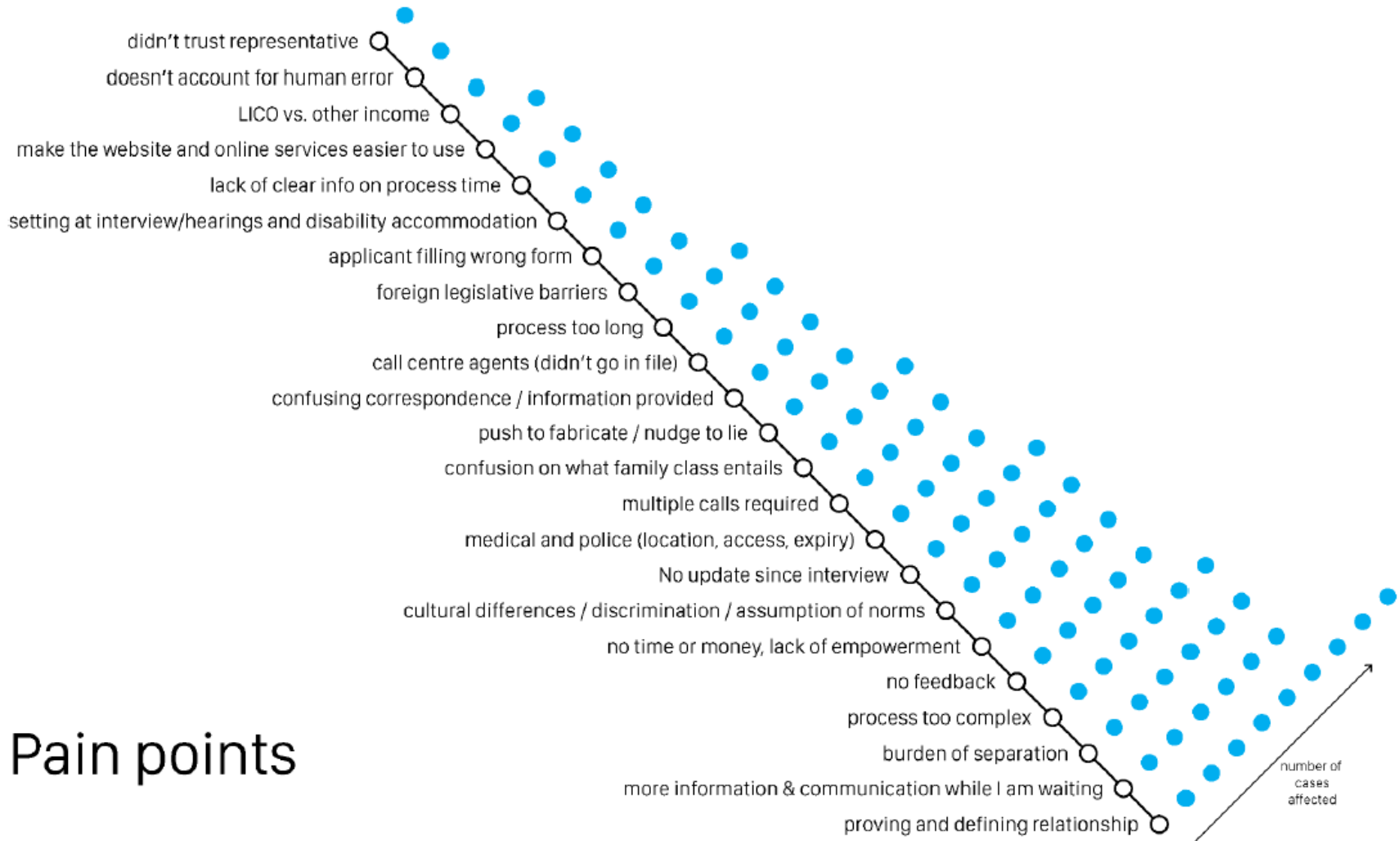




### Affinity diagram



Relationship map



# Pain points

# Top 5 IRCC Ideas

