



Delivering Government Programs and Services: Including a look at some incomprehensible failures

Michael Ferguson
Auditor General of Canada
September 21, 2018
9:00am – 4:30pm

Summary (Abstract)

In his workshop, Mr. Ferguson, Auditor General of Canada, will discuss the many challenges faced delivering government programs to Canadians.

The steps involved in examining government processes, programs, departments, and spending are complex, involving significant coordination and expertise. What lessons have we learned over the years? What problems seem to arise consistently across cases? Are government programs and services living up to expectations or failing to deliver? What can be done to make our democratic system more prudent while also maintaining efficiency and effectiveness?

With over a decade of experience as auditor general at both the provincial and federal levels, Mr. Ferguson provides a most unique vantage point from which to view the state of affairs here in Canada.

In the lead up to the 2019 Federal Election, what better time to discuss the ways in which our government is succeeding in delivering programs and services to its citizens and how we might avoid 'incomprehensible failures' in the future.

Outline

- The role of the auditor general
- The history of the office of the auditor general
- Doing service well
- Incomprehensible failures
- Culture of the civil service
- Audits of the financial statements of the government of Canada and of the financial statements of crown corporations
- Performance audits
- Performance measurement
- Special examinations of crown corporations
- The media
- Our international influence
- Walking the talk





Required Readings*

Participants are not required to read all sources in their entirety but are expected to familiarize themselves with each of the following:

Visit the Office of Auditor General website:

- Who We Are: http://www.oag-bvg.gc.ca/internet/English/au_fs_e_370.html
- What We Do: http://www.oag-bvg.gc.ca/internet/English/au_fs_e_371.html
- What We Don't Do: http://www.oag-bvg.gc.ca/internet/English/au_fs_e_39450.html

Auditor General Act, sections 3-14; 18.1; 18.2; and 21-23

<http://laws-lois.justice.gc.ca/eng/acts/a-17/page-2.html#docCont>

Message from the Auditor General:

http://www.oag-bvg.gc.ca/internet/English/parl_oag_201611_00_e_41829.html

http://www.oag-bvg.gc.ca/internet/English/parl_oag_201805_00_e_43032.html

Phoenix Audit

http://www.oag-bvg.gc.ca/internet/English/parl_oag_201805_01_e_43033.html

http://www.oag-bvg.gc.ca/internet/English/parl_oag_201711_02_e_42667.html

Additional Resources

Office of the Auditor General of Canada—2016–17 Performance Report

http://www.oag-bvg.gc.ca/internet/English/acc_rpt_e_42621.html

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