

# PROBLEM STATEMENTS

- Articulated challenges and opportunities for which a solution could have substantial system impact
  - > It's important that solution is in response to clear system “pull”, aligned with provincial and health care strategic priorities
  - > “Mission Statement” - may be quite broad, used to guide definition of **desired outcomes**
  - > Encouraged to apply this approach to your biggest priority challenges
    - The bigger the problem, the higher the likelihood of success

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Where Next Happens

## Discovery

- Free “brainshare”, discussion/ideation
- Consider all priority gaps/opportunities/challenges, near and long-term
- Do not describe solutions (features, feasibility, etc.)
- Focus on desired outcomes
- SBIR problem statements

<https://www.sbir.gov/sbirsearch/topic/current>

# SAMPLE PROBLEM STATEMENT



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Where Next Happens

## Digital Identity

Recognizing the critical role that Digital Identity could play in enabling the digital economy across different sectors, the Ontario Government requires a cost effective solution that would allow Ontarians to prove who they are when they interact with government via a common, secure, user-friendly and privacy-enhancing method.

<http://www.oce-ontario.org/docs/default-source/default-document-library/digital-identity-problem-statement-backgrounder-2017-02-09.pdf?sfvrsn=4>

# SAMPLE PROBLEM STATEMENT



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## Digital Identity Expected Outcomes:

- **Common Identity Proofing Across Government:** Ontarians are able to prove their identity and be issued a trusted digital identity credential in order to access government programs where identity is required.
- **Digital and/or Physical Credentials:** Simple, easy to use, digitally-enabled credentials are used by Ontarians to access government programs and services where identity is required. This could also be used as a trusted credential in private sector and by other levels of government.
- **Trusted Identity Information:** Accurate, up-to-date identity information is made available to ministries to enable Ontarians to be authenticated, if necessary, to access government programs and services where identity is required.

# SAMPLE PROBLEM STATEMENT



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## Vehicle Occupancy Detection

As high-occupancy toll (HOT) lanes are implemented in Ontario and abroad, there is a growing need for the development of an enforceable means to determine if a vehicle in a specific lane should be billed and/or fined based on the number of individuals in the vehicle. This technology could be implemented in the delivery of managed lanes in Ontario (e.g. high-occupancy vehicle (HOV) and HOT lanes) or other jurisdictions and has other applications such as monitoring occupancy at border crossings.

<http://www.oce-ontario.org/docs/default-source/default-document-library/vehicle-occupancy-detection---sbic---problem-statement-2017-02-08.pdf?sfvrsn=4>

# SAMPLE PROBLEM STATEMENT

## Vehicle Occupancy Detection Expected Outcomes:

- Enforceable and secure: The technology must be defensible with enough supporting evidence to uphold the bill or fine.
  - > Should be secure to avoid digital or other forms of fraud.
- Automated: The technology should have a high rate of automatic capture and not require significant manual post-processing (e.g. confirmation/reconciliation).
- Integration with other tolling technologies: The technology should be simple to integrate into a larger tolling system (e.g. vehicle/user identification, location tracking, back office, billing, etc.).
  - > The tool will need to be able to provide real-time information in order to match records coming from identification and tracking tools.
- Safe and convenient : As little inconvenience to the users as possible.
  - > Technology should not be cumbersome to install/use by the authorities or members of the public.
  - > It should be a minimally intrusive and should protect user privacy.
  - > It should be safe and not distracting to drivers. Ministry of Transportation | HOT Lanes Pilot Office Page 2
- Robust: There are many different vehicle and driver types on GTHA highways and the technology

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Where Next Happens

## Detecting and Preventing Privacy Breaches

Mackenzie Health has over 40 discrete patient information systems that are subject to privacy legislation requirements. Healthcare delivery is provided in a dynamic environment where hospital staff and physicians float between clinical services, different hospital floors and different roles. Monitoring technologies must adequately manage this open access environment, deal with millions of accesses, and manage the dynamics of patient care to accurately detect inappropriate accesses.

# SAMPLE PROBLEM STATEMENT



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## Detecting and Preventing Privacy Breaches Outcomes:

- Ability to gather data from a wide variety of electronic systems
- Ability to identify, interpret, infer, and learn complex clinical patterns and workflows or behaviours
- Ability to discern legitimate from unauthorized accesses
- Ability to assess transactions with a high level of accuracy
- Ability to deliver clear reports tailored for a specific audience
- Ability to provide analytical reports of current and past transactions to identify future trends