



Digital Competence Centre (DCC)

Digital Adoption Consultant (“DAC”) and Digital Modernization and Adoption Plan (“DMAP”) Requirements

DAC Requirements:

- **The DMAP program establishes guidelines regarding the number of client engagements supported by a single DAC organization. For DCC 3.0 this is set to five (5) engagements; however, the program retains full discretion to determine participation levels, including any exceptions, in accordance with applicable DMAP program criteria. The DMAP program reserves the right to approve participation beyond this threshold.**
- The DACs must disclose if they, or the organization they represent, has a conflict of interest
 - Examples of Conflicts of Interest include:
 - Financial conflicts: DAC recommends specific software, platforms or services in which they have ownership, commissions or referral agreements.
 - Equity or Ownership: the DAC has equity, shares or advisory roles in the applicant’s business.
 - Overlapping roles with Government or Program Bodies: DAC has ties to program administrators/evaluation committee with perceived influence on funding decisions
- DACs must be based in the province of Ontario
- DACs must provide vendor-neutral advice to SME clients. DACs that develop a DMAP are not eligible to serve as the vendor on an OCI-supported technology demonstration project for the same client
- DACs cannot be a technology vendor selling a particular product or software
- DACs experience may include, but are not limited to the following:
 - hold a relevant post-secondary degree or diploma or certification in a relevant field (e.g., computer science, engineering, business, or commerce, digital or information technology or systems; an MBA, CPA or related professional designation is preferred)
 - have experience in providing guidance/advisory support in the digital technology space (e.g., experience in manufacturing, engineering, etc.).
 - have experience in developing business strategies, models, products, or services
 - have expertise in digital technology solutions for SMEs (e.g., enterprise resource planning, customer relationship management) in various industries (e.g., manufacturing, agriculture, etc.)
 - have experience in executing digital technology selection processes and structural analytical techniques to be able to DMAPs for DCC clients
 - be able to provide all elements of the DMAP and demonstration projects.
 - have a track record of working with companies in the ecosystem to support commercialization/scaling efforts (e.g., may bring a roster of vendors that have solutions for consideration).



Becoming a DAC

Participation as a Digital Adoption Consultant (DAC) in the Digital Modernization and Adoption Plan (DMAP) program is subject to review and approval by the Digital Competence Centre (DCC) in accordance with program requirements and criteria, as may be updated from time to time.

Individuals or entities that have applied to the DMAP program as applicants are not eligible to act as a DAC. Where an individual or entity has submitted an application to the program, they may be considered ineligible to provide DAC services to DMAP applicants for a period of up to twelve (12) months from the date of such application, as determined by OCI in its sole discretion.

Subject to DCC approval, prospective DACs may be identified through sponsorship by an applicant seeking to utilize their services. Such applicants must meet the program's eligibility requirements, including qualification as a business-to-business (B2B) entity, as defined by DMAP program criteria. Once the initial DMAP project is successfully completed, the DAC will be fully approved and eligible to support other applicants and their DMAP projects.

OCI reserves the right, at its sole discretion, to determine the eligibility, approval, and continued participation of any DAC, and to accept, decline, or revoke participation at any time.

All DAC eligibility requirements, participation conditions, and related criteria are subject to change without prior notice, in accordance with DMAP program terms and conditions.



DMAP Requirements

Required Sections	Digital Adoption Plan (Standard DMAP report)	System Selection Project
SME Business and Technology Current State Analyses	Key business information (e.g., sector, corporate structure, operations, value proposition, etc.)	Brief overview of the following: <ul style="list-style-type: none"> • Key business information • Key IS/IT information • SWOT analysis • SME external issues The level of detail required is much less than that required for a standard DMAP report.
	Overview of the SME's current business strengths, weaknesses, opportunities and threats (SWOT)	
	SME's external issues (market, competition, business model) and future key business goals	
	Key IS/IT information (infrastructure, applications, security and privacy compliance practices, technology staff and partners, integration between existing IS and IT solutions, etc.) and how current technologies are efficient at helping the business deliver value to the SME clients and to the SME itself	
Digital Adoption Analysis and Recommendations	A digital strategy with a minimum of three potential digital/technology solutions and their business benefits. Provide technology options analysis and align prioritized digital solutions to the benefits it will bring to the SME	Discussion of existing processes and pain point(s) that are the focus of the system selection project. Identify firm's functional requirements. Identify vendors (ideally three, if possible) with solutions that meet some or all the client's functional requirements. Analysis and discussion of vendor solutions for best fit.
Implementation Roadmap	Key elements to implement the recommended options including timelines, dependencies, costs to acquire the technology. etc.	Key elements to implement the vendor solutions including timelines, dependencies, costs to acquire the technology. etc.
Capacity	Skills requirements and competencies for SME to implement solutions, key digital solutions characteristics like financial requirements, implementation complexity, change management, etc.	Skills requirements and competencies for SME to implement vendor solutions, key digital solutions characteristics like financial requirements, implementation complexity, change management, etc.
Return on Investment (ROI)	A review of possible ROI should technologies be adopted.	Estimate of ROI associated with vendor solution(s). Can be limited to one vendor solution, if a clearly preferred vendor has been identified.