

THE INSTITUTE FOR CITIZEN-CENTRED SERVICE (ICCS)

2017-18 HIGHLIGHTS

Dan Batista
Executive Director



Institute for
Citizen-Centred
Service

VISION AND MISSION

CENTRE OF EXPERTISE TO ADVANCE CITIZEN-CENTRED SERVICE DELIVERY IN THE PUBLIC SECTOR

CHAMPION PUBLIC SECTOR SERVICE EXCELLENCE BY PROMOTING AND FACILITATING INTER-JURISDICTIONAL COLLABORATION



MANDATE



RESEARCH



1



**Client
intelligence
+ evidence-
based design**

RESEARCH

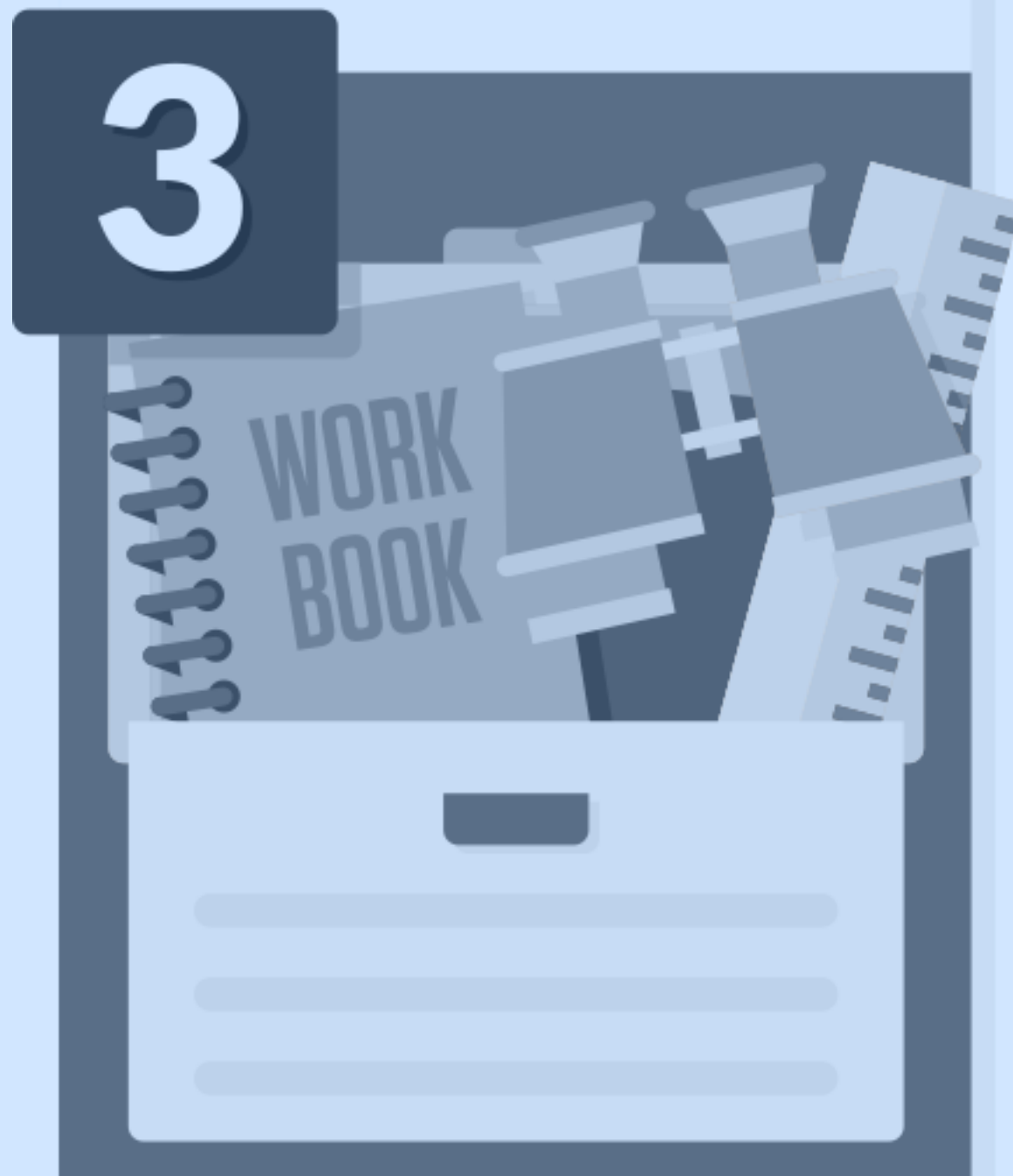
2



**Practical
insights on
emerging
challenges**

COUNCILS

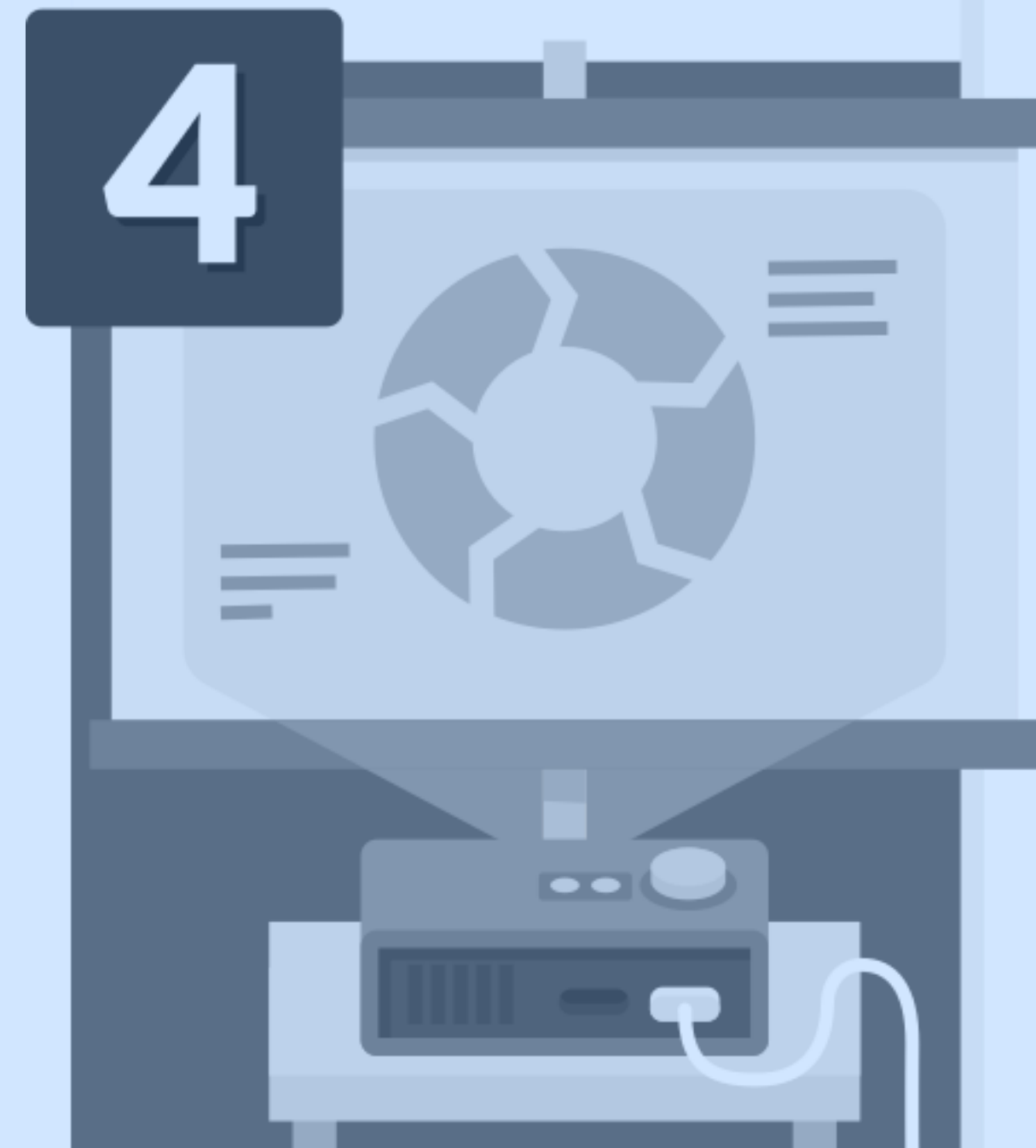
3



**Out-of-the-
box ways of
improving
right away**

TOOLS

4



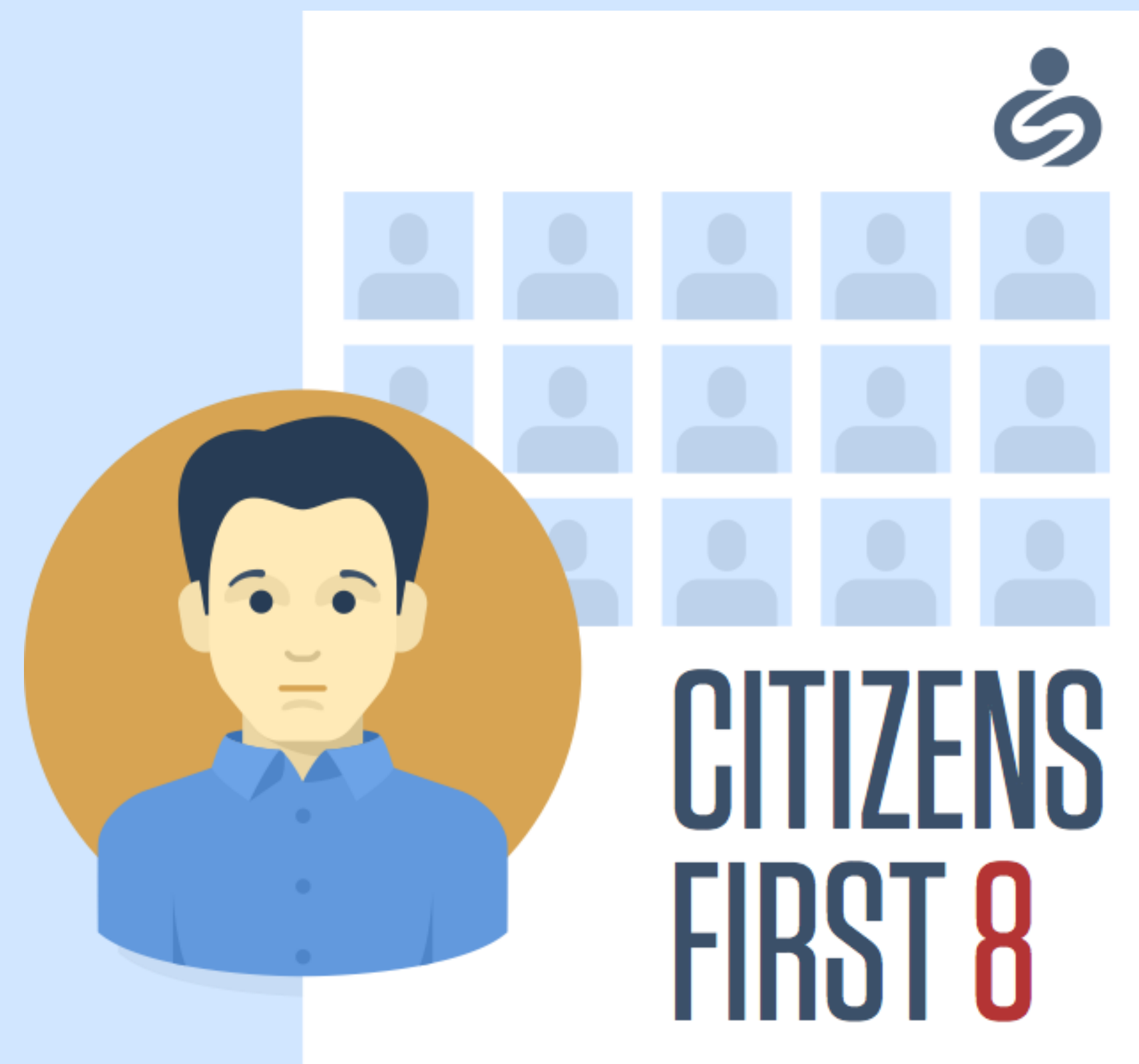
**Building
capacity +
changing
culture**

LEARNING

IN-DEPTH STUDY SERIES



**BUSINESS
CLIENTS**



**INDIVIDUAL
CLIENTS**

TAKING CARE OF BUSINESS



CITIZENS FIRST



NATIONAL COUNCILS



1



**Client
intelligence
+ evidence-
based design**

RESEARCH

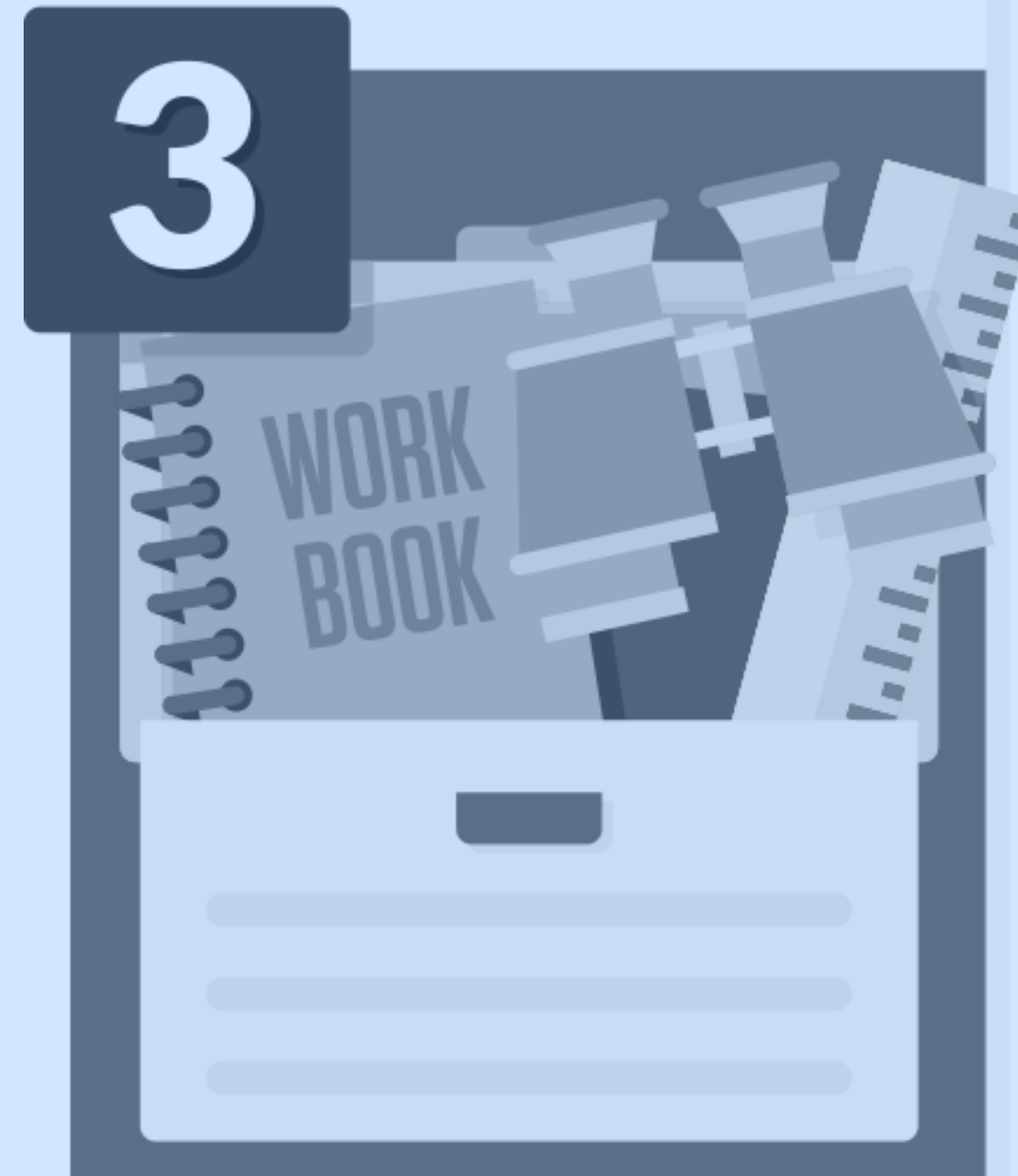
2



**Practical
insights on
emerging
challenges**

COUNCILS

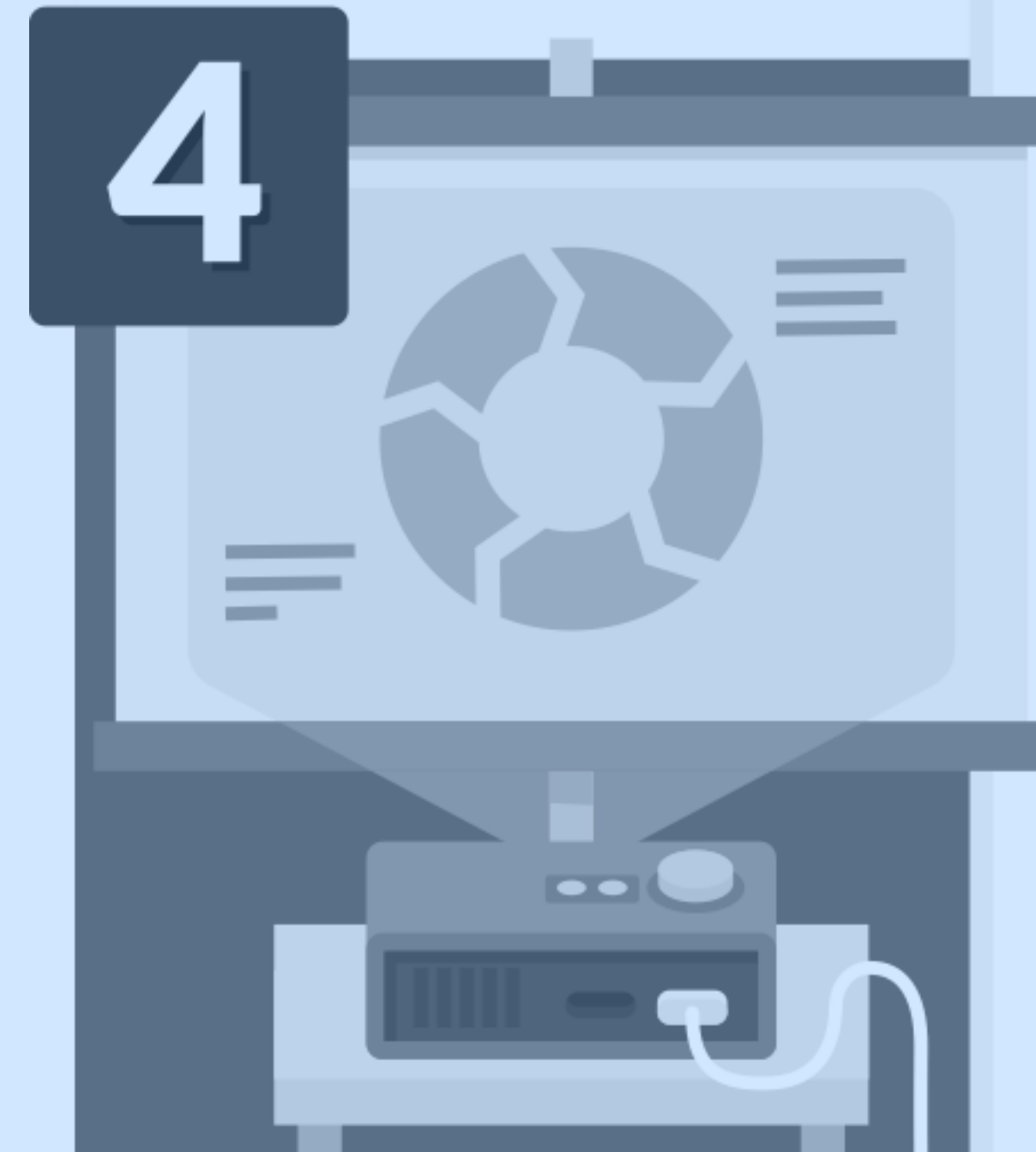
3



**Out-of-the-
box ways of
improving
right away**

TOOLS

4



**Building
capacity +
changing
culture**

LEARNING

TOOLS & BENCHMARKING



1



**Client
intelligence
+ evidence-
based design**

RESEARCH

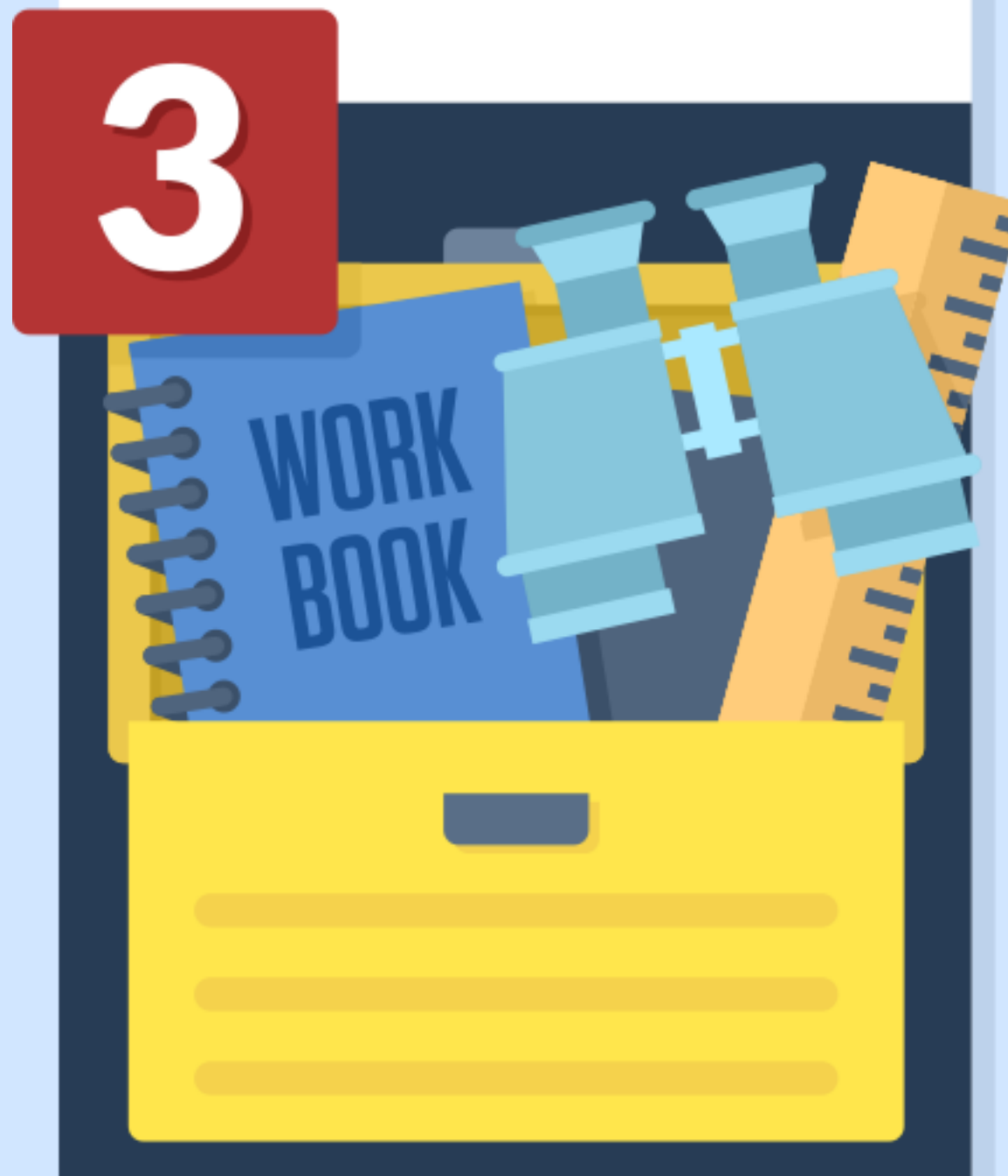
2



**Practical
insights on
emerging
challenges**

COUNCILS

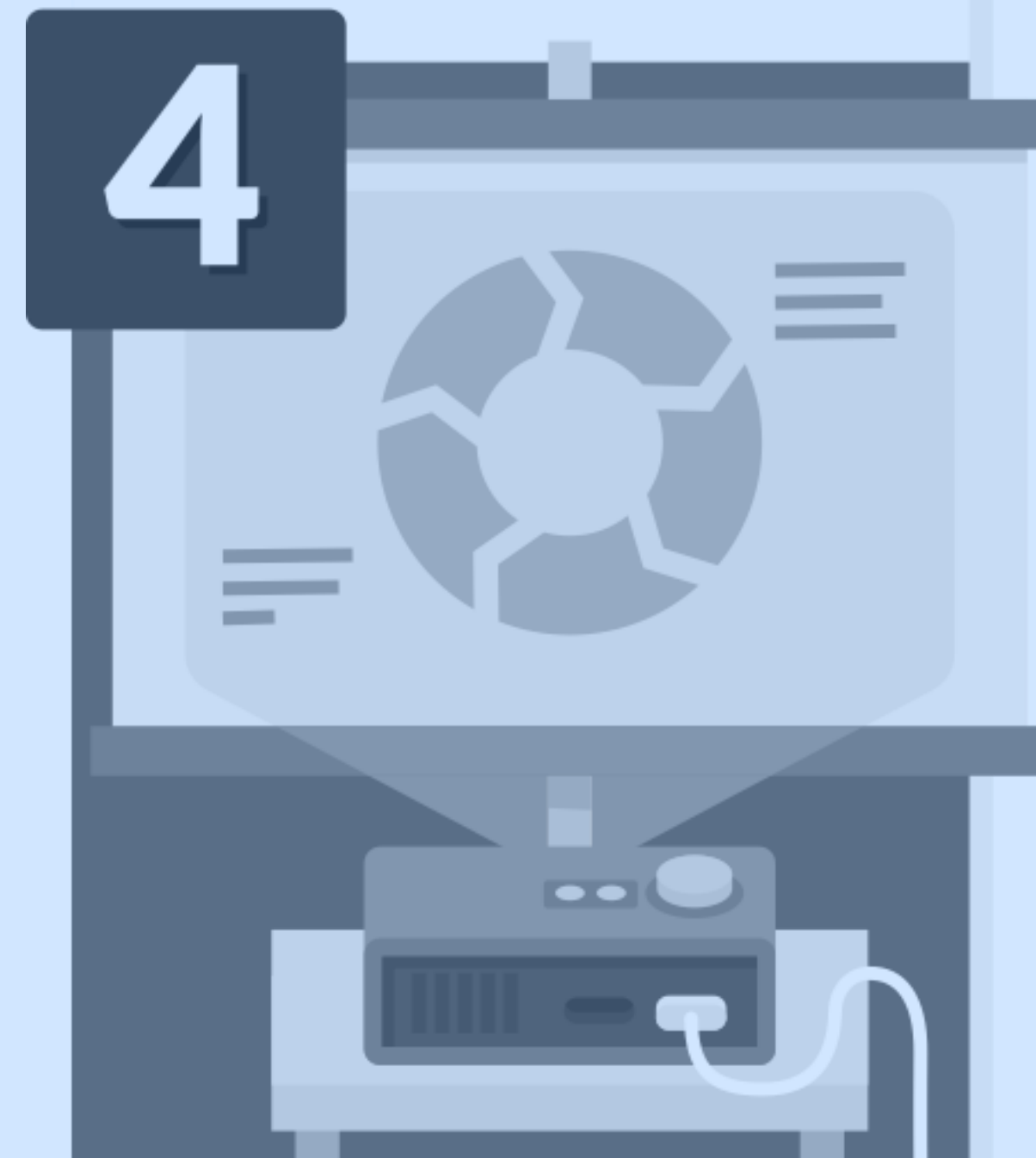
3



**Out-of-the-
box ways of
improving
right away**

TOOLS

4



**Building
capacity +
changing
culture**

LEARNING

COMMON MEASUREMENTS TOOL (CMT)



**EASY-TO-USE
INSTRUMENT**



**BENCHMARKING
TOOL**



**DIAGNOSTIC
AID**

CERTIFICATION & LEARNING



1



**Client
intelligence
+ evidence-
based design**

RESEARCH

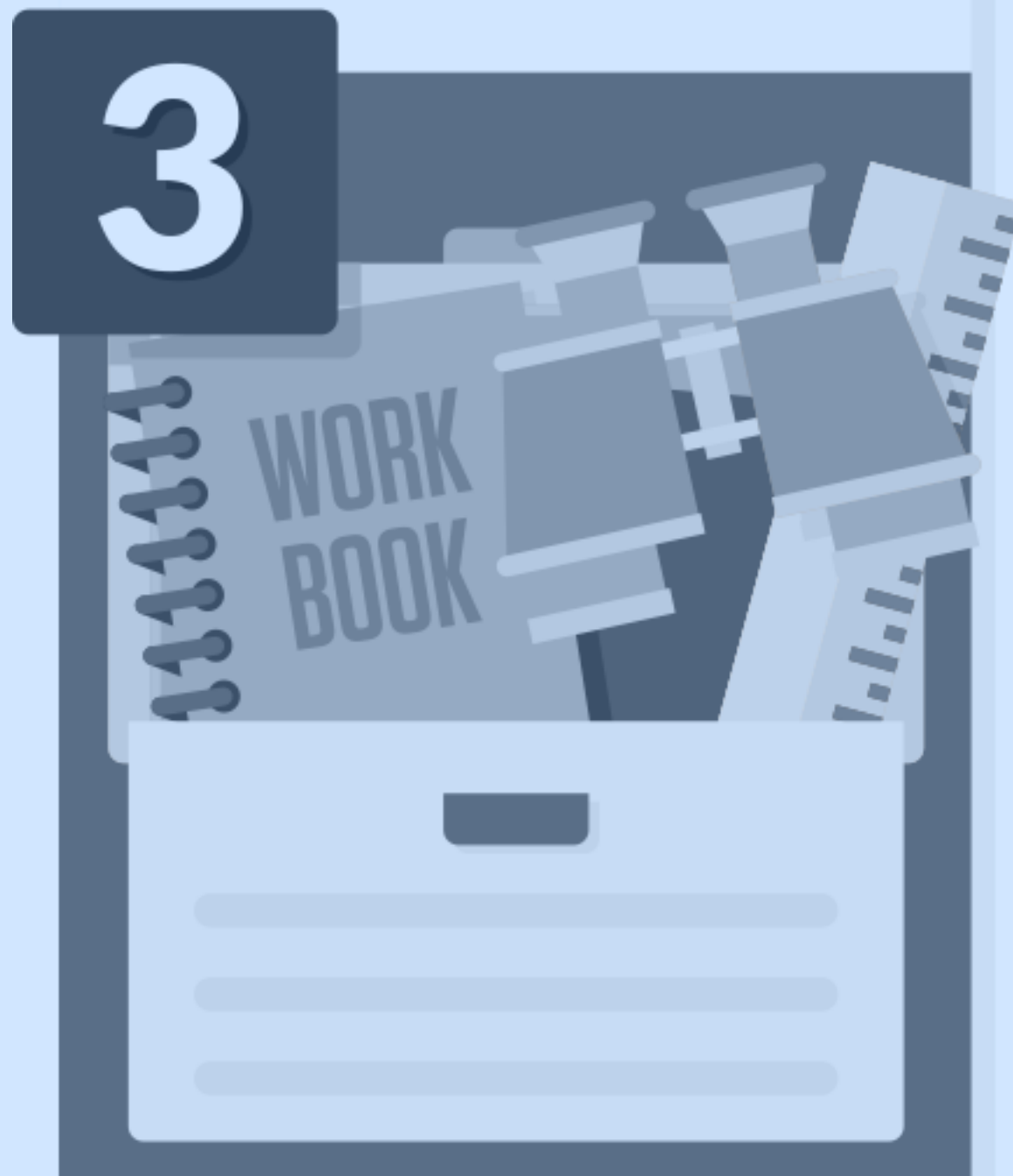
2



**Practical
insights on
emerging
challenges**

COUNCILS

3



**Out-of-the-
box ways of
improving
right away**

TOOLS

4



**Building
capacity +
changing
culture**

LEARNING

CERTIFICATION PROGRAMS



**CERTIFIED
SERVICE PROFESSIONAL
PROGRAM
(CSP)**



**CERTIFIED
SERVICE MANAGER
PROGRAM
(CSM)**

STRATEGIC PRIORITIES



MODERNIZATION





Thank You



iccs-isac.org



[@iccs_isac](https://twitter.com/iccs_isac)