

L'INSTITUT DES SERVICES AXÉS SUR LES CITOYENS (ISAC)

FAITS SAILLANTS 2017-2018

Dan Batista
Executive Director



Institute for
Citizen-Centred
Service

VISION ET MISSION

UN CENTRE D'EXPERTISE POUR FAIRE PROGRESSER LA PRESTATION DE SERVICES AXÉS SUR LES CITOYENS DANS LE SECTEUR PUBLIC

FAVORISER L'EXCELLENCE DES SERVICES DANS LE SECTEUR PUBLIC PAR LA PROMOTION ET LE SOUTIEN DE LA COLLABORATION ENTRE LES GOUVERNEMENTS



MANDAT



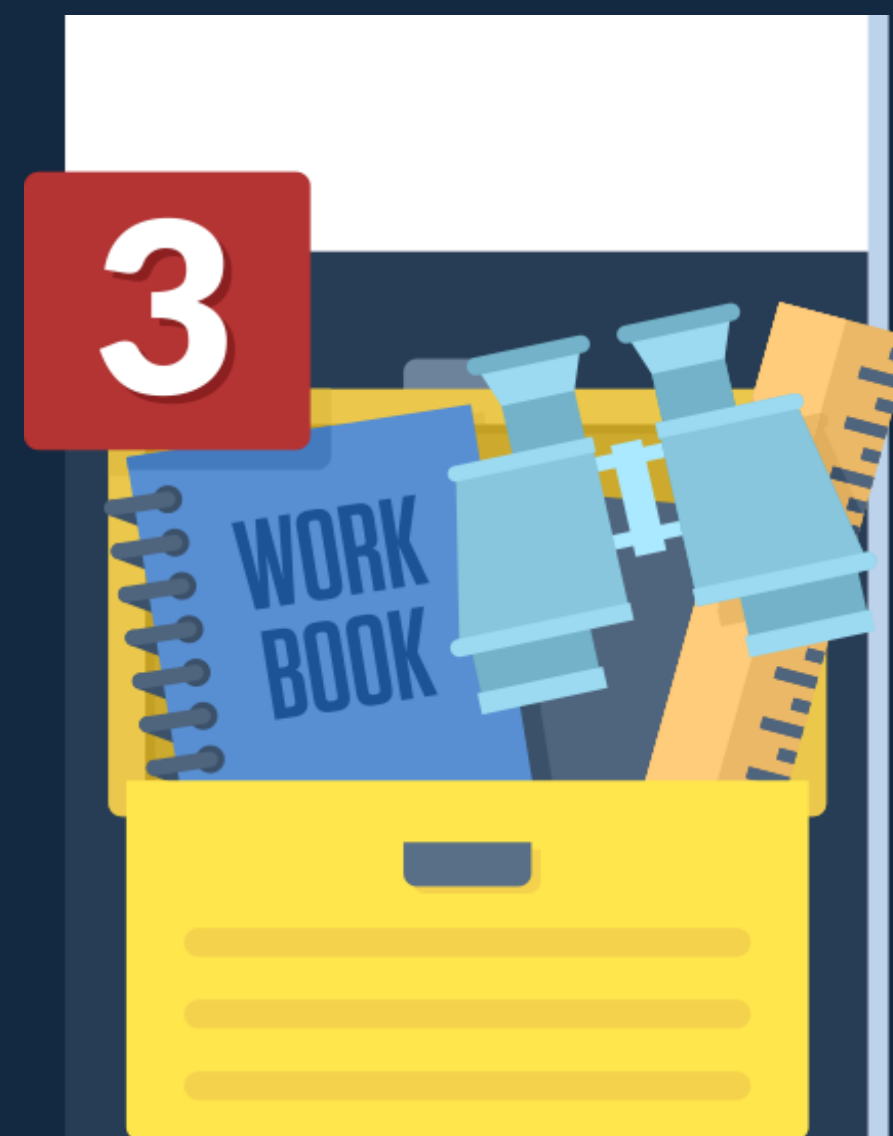
**Client
intelligence
+ evidence-
based design**

RESEARCH



**Practical
insights on
emerging
challenges**

COUNCILS



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

TOOLS



**Building
capacity +
changing
culture**

LEARNING

RECHERCHE



1



**Client
intelligence
+ evidence-
based design**

RESEARCH

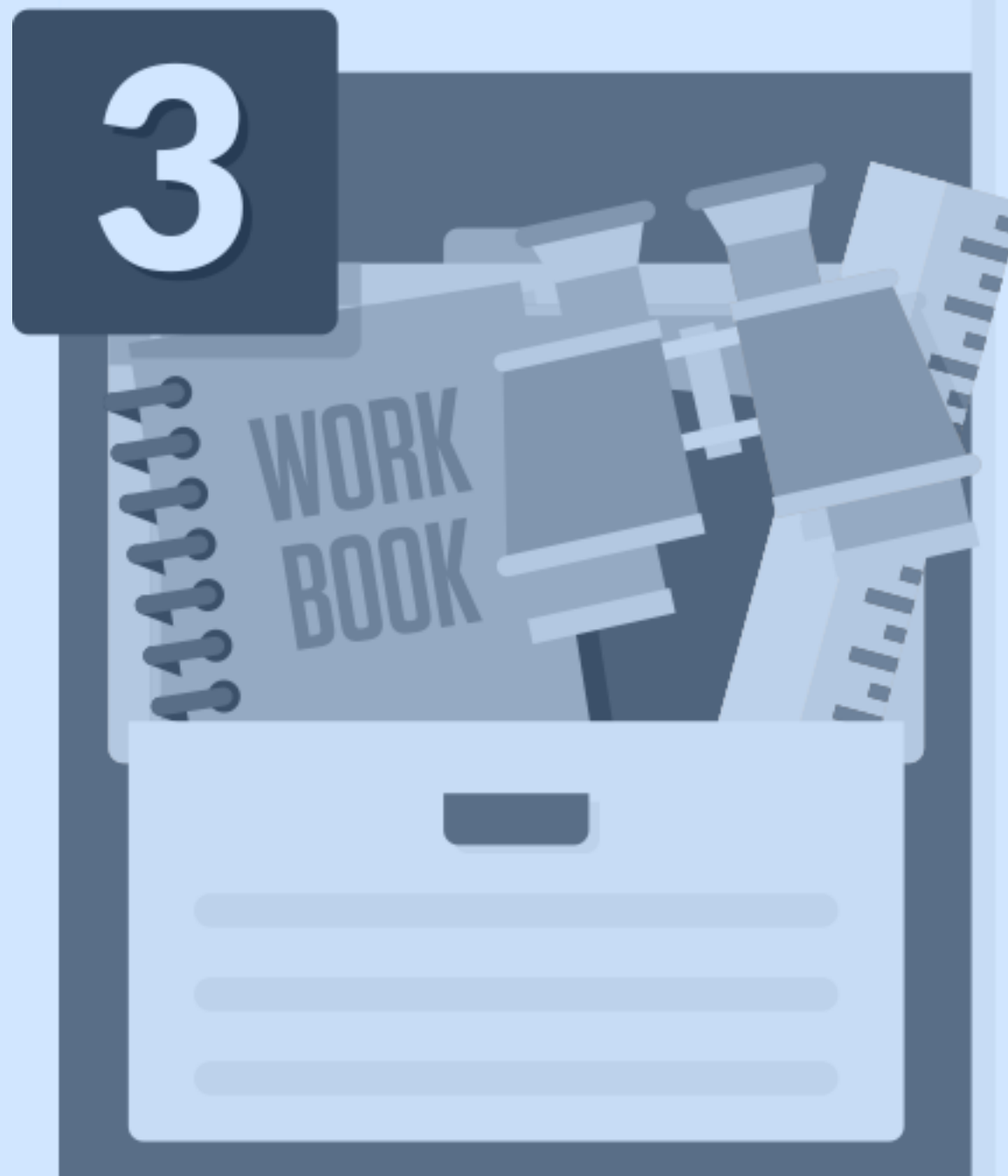
2



**Practical
insights on
emerging
challenges**

COUNCILS

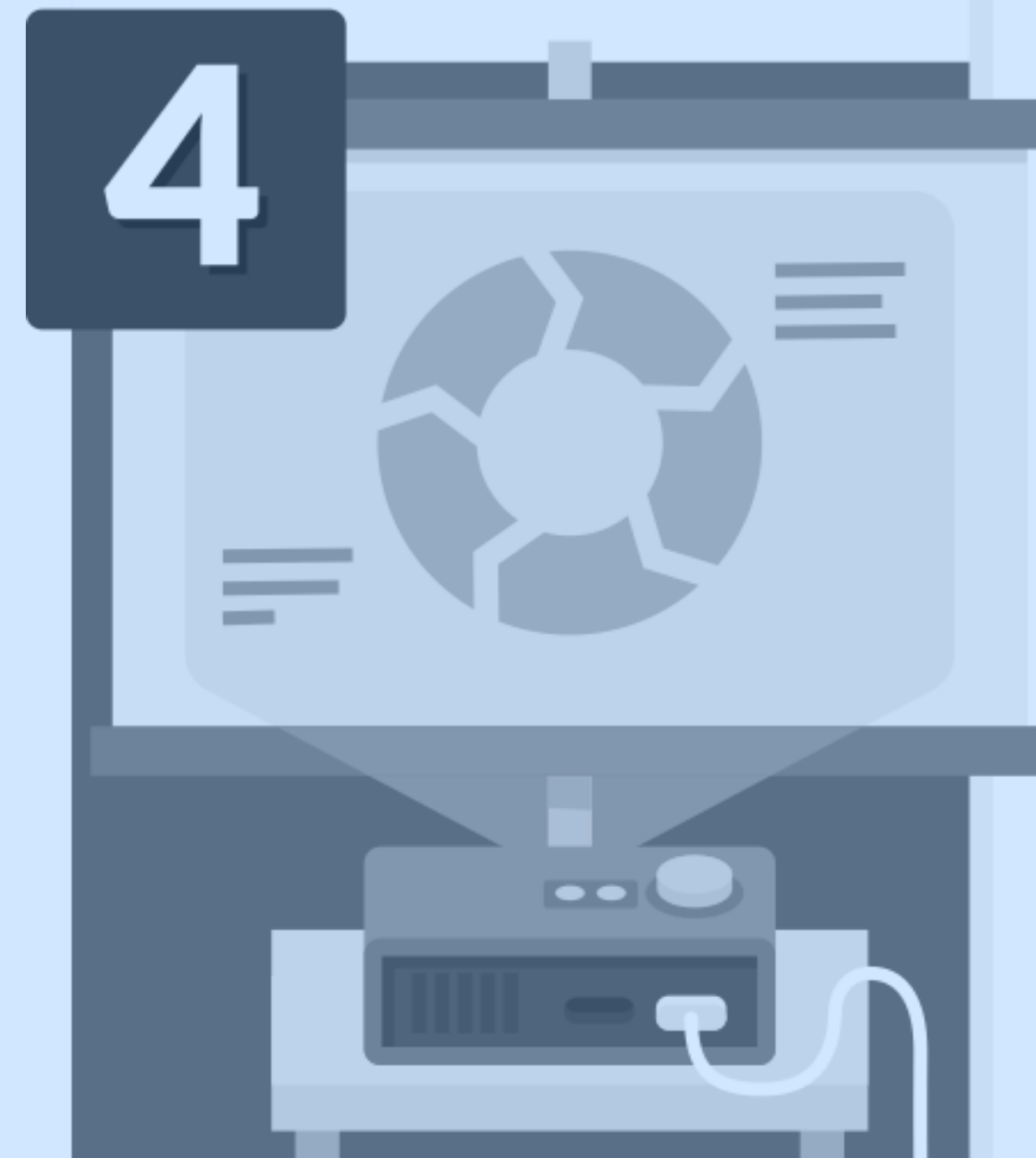
3



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

TOOLS

4



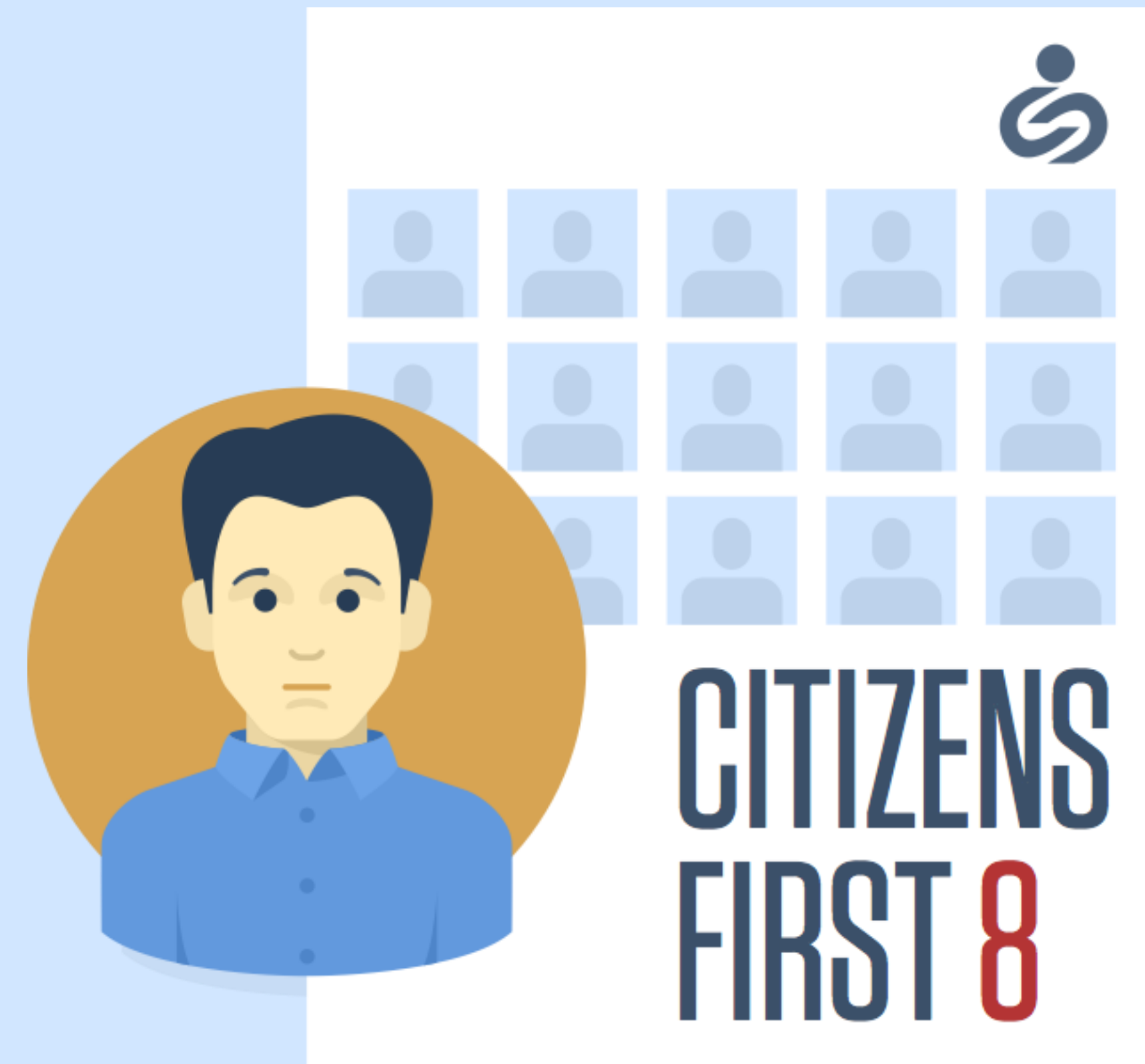
**Building
capacity +
changing
culture**

LEARNING

SÉRIE D'ÉTUDES APPROFONDIES



**BUSINESS
CLIENTS**



**INDIVIDUAL
CLIENTS**

L'ACCENT SUR LES ENTREPRISES



LES CITOYENS D'ABORD



CONSEILS NATIONAUX



1



**Client
intelligence
+ evidence-
based design**

RESEARCH

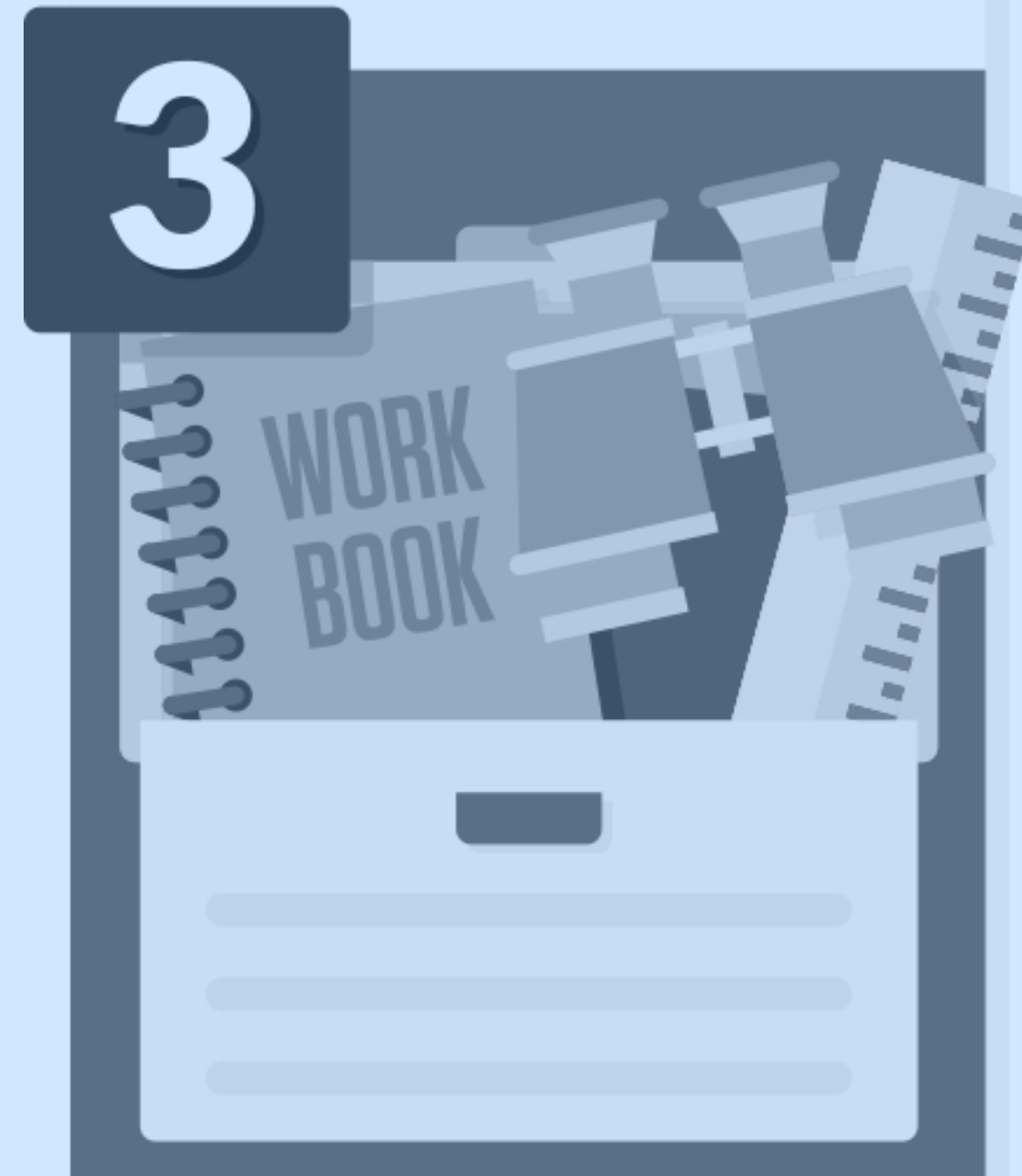
2



**Practical
insights on
emerging
challenges**

COUNCILS

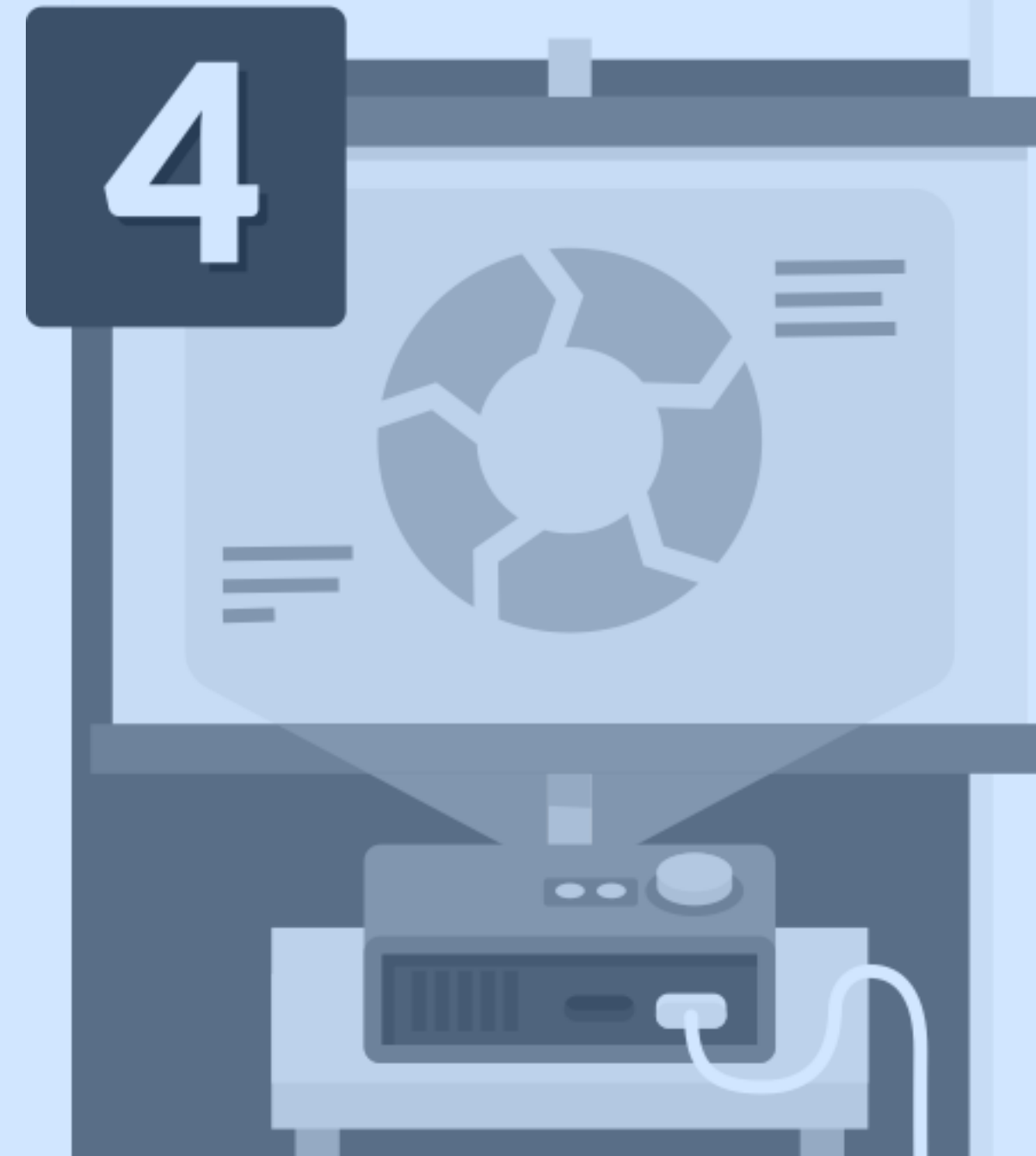
3



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

TOOLS

4



**Building
capacity +
changing
culture**

LEARNING

OUTILS ET ÉVALUATION COMPARATIVE



1



**Client
intelligence
+ evidence-
based design**

RESEARCH

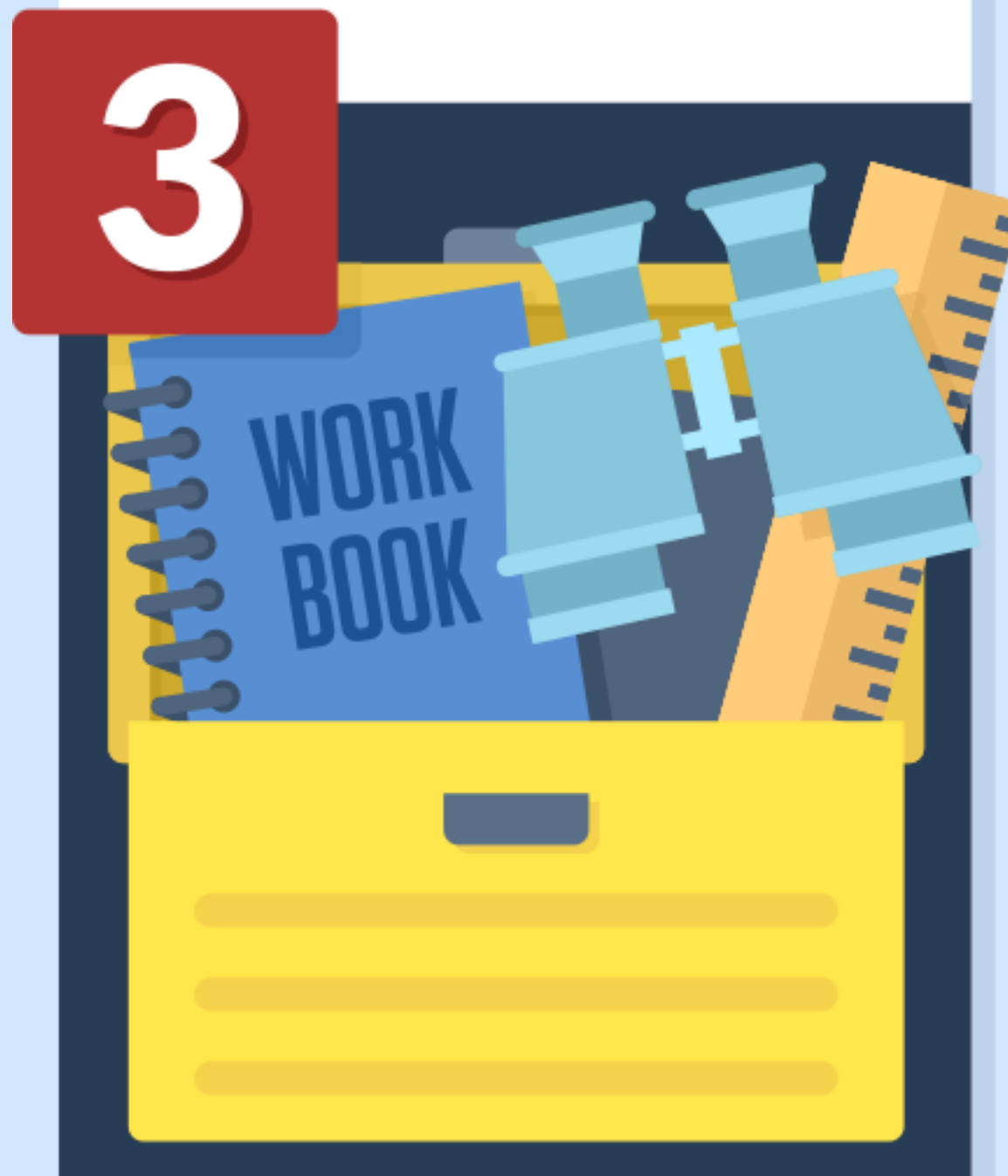
2



**Practical
insights on
emerging
challenges**

COUNCILS

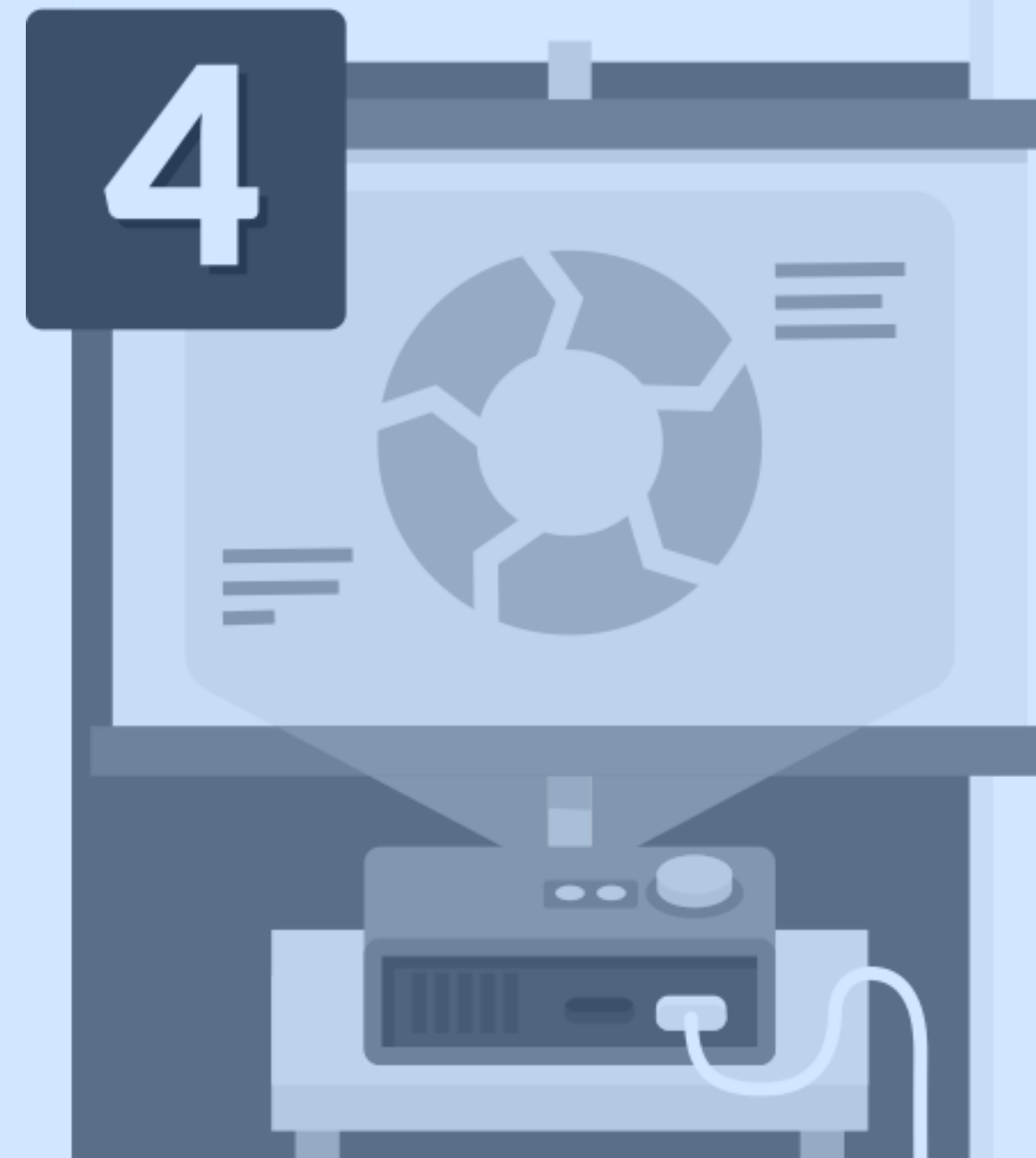
3



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

TOOLS

4



**Building
capacity +
changing
culture**

LEARNING

OUTIL DE MESURES COMMUNES (OMC)



**EASY-TO-USE
INSTRUMENT**



**BENCHMARKING
TOOL**



**DIAGNOSTIC
AID**

ACCRÉDITATION ET APPRENTISSAGE



1



**Client
intelligence
+ evidence-
based design**

RESEARCH

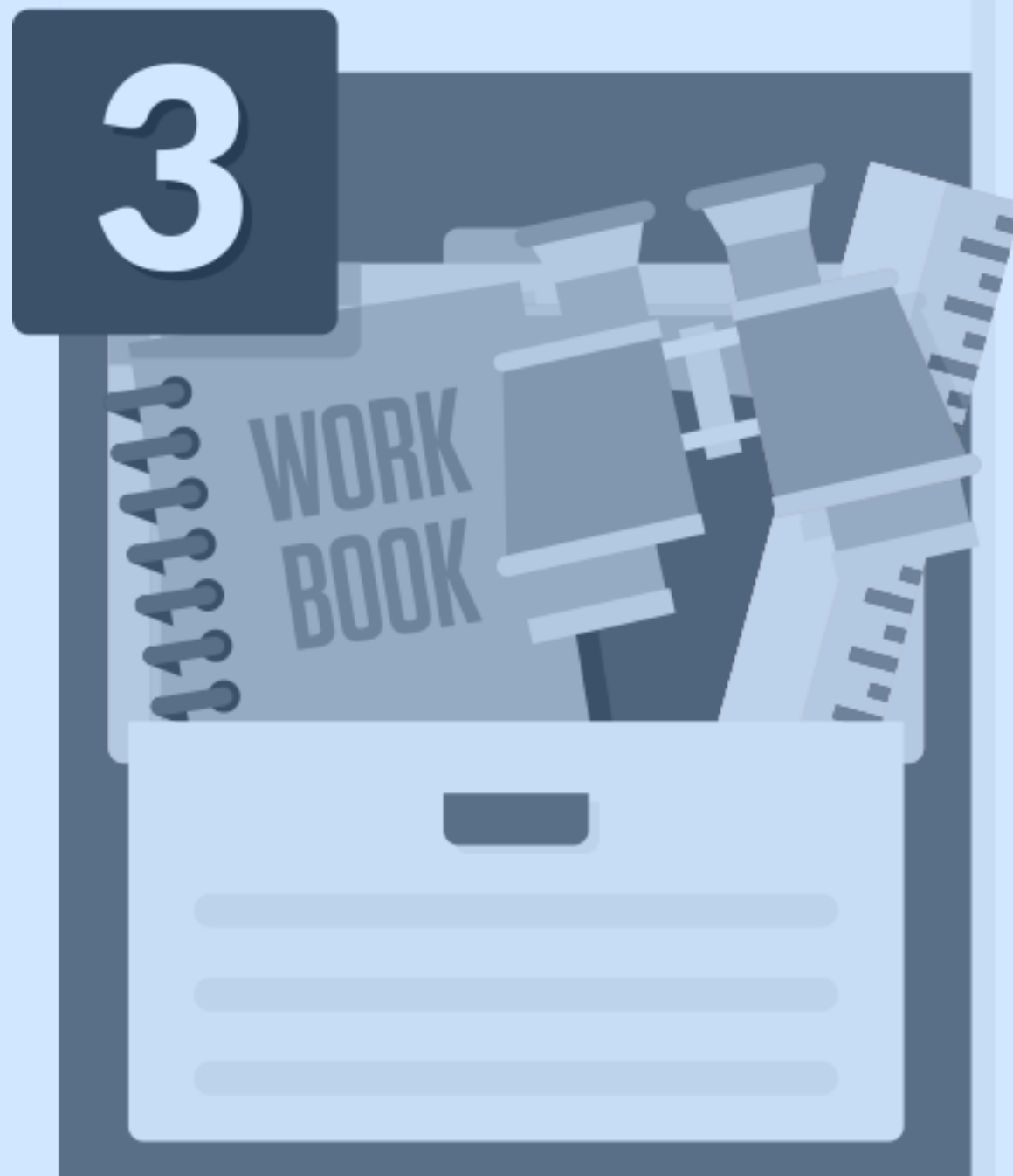
2



**Practical
insights on
emerging
challenges**

COUNCILS

3



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

TOOLS

4



**Building
capacity +
changing
culture**

LEARNING

PROGRAMMES D'ACCRÉDITATION



**CERTIFIED
SERVICE PROFESSIONAL
PROGRAM
(CSP)**



**CERTIFIED
SERVICE MANAGER
PROGRAM
(CSM)**

PRIORITÉS STRATÉGIQUES



MODERNISATION





Thank You



iccs-isac.org



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