



**Institute for  
Citizen-Centred  
Service  
(ICCS)**



**Annual General Meeting  
September 13<sup>th</sup>, 2016  
Victoria, British Columbia**



## Certification Programs – Program Deliveries

- ICCS continues to see consistent use of the Certified Service Manager (CSM) and Certified Service Professional (CSP) training programs
- CSM continues to be widely used in multiple jurisdictions across Canada\*
- CSP continues to be widely used in multiple jurisdictions, with over 400 participants
- Enrollment in Self-Study Certification programs remains consistent
  - Over 40 enrolled in CSM Self-Study
  - Over 20 enrolled in CSP Self-Study





# Certification Programs – Upcoming Program Deliveries

- Multiple deliveries of the CSP 2-day Program scheduled for 2016/2017
  - Six deliveries currently scheduled for Fall/Winter of 2016
  - ICCS expects a minimum of ten CSP sessions to be facilitated through 2016/2017\*
- Multiple deliveries of CSM 5-day Program scheduled for 2016/2017:
  - Two deliveries scheduled for Fall 2016
  - ICCS anticipates a minimum of five CSM 5-day sessions to be held through 2016/2017\*



\*Estimations are based on total number of deliveries for both programs through 2015/2016



## Certification Programs – Certifications

- ICCS continues to see a steady increase in the total number of Certified Service Managers (CSMs) and Certified Service Professionals (CSPs)
- Total number of CSMs = 100 (within Canada and internationally)
- Total number of CSPs = 228 (within Canada)
- Current ICCS Trainer Community consists of 17 trainers from multiple jurisdictions



## Certification Programs – Licenses

- ICCS currently has three license holders for the 2016/17 cycle
  - Province of British Columbia
  - Saskatchewan Workers' Compensation Board
  - Province of Newfoundland & Labrador





## Certification Programs – Developments

ICCS partnering with The Service Lab @ ISED  
Canada for the purpose of:

- Delivery of CSP and CSM courses
- In-person presentations for members of the Certification & Learning Community
- ICCS partnering with FCV Interactive to deliver a series of webinars on digital government and digital transformation
- ICCS in discussions with multiple organizations regarding potential use of Certification & Learning products, including:
  - Public Services and Procurement Canada
  - Province of Nova Scotia
  - Institute on Governance
  - United Nations Development Program, Regional Hub of Civil Service Astana
  - Government of Kazakhstan
  - Malaysian Administrative Modernisation and Management Planning Unit (MAMPU)

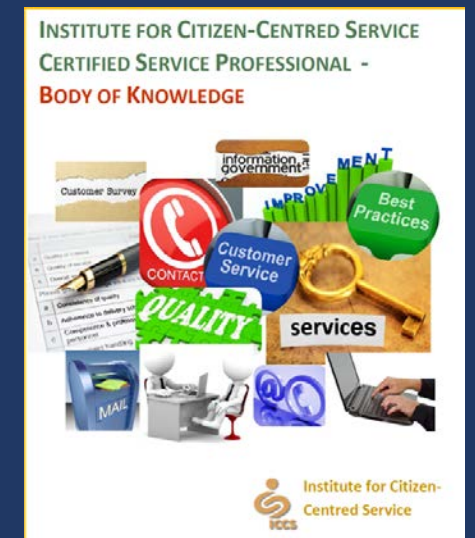






# Certification Programs – Developments

- CSM Body of Knowledge Refresh Update
  - Work on new edition completed September 2016; new edition to be distributed upon approval from ICCS Service Certification Board
  - New CSM Certification exam will be drafted upon completion of CSM BoK update
  - CSM Curriculum will be updated as necessary to reflect new content
- Development on the CSP program continues
  - Feedback received to date has been positive
  - CSP exam to be reviewed to ensure program integrity and to add to exam question bank





# Certification Programs – Developments

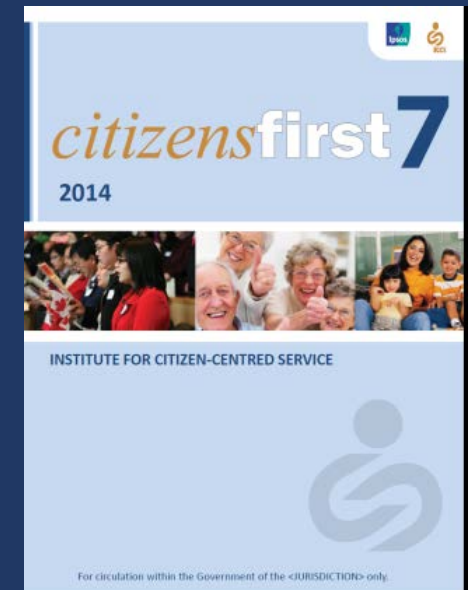
- Upon completion of all updates to CSM materials, ICCS will continue work on a long-term strategy for Certification & Learning that aligns with recommendations of Sustainability Report
  - Increased emphasis on development and maintenance of program content
  - Less emphasis on facilitation of in-person training
  - Increased support for C&L Community of Practice
  - Licensing opportunities with potential training partners
  - Complete redesign of Certification & Learning training programs, specifically CSM
    - Greater focus on e-learning and virtual deliveries
    - Development of online learning modules consistent with each section of the CSM BoK



## Citizens First 7

### Rollout: Key Milestones

- Presentations to subscribing jurisdictions (April-October 2015)
- CF7 Webinar (April 2015)
- Ideation Exchange Session for subscribers (May 2015)
- Article on CF7 in Canadian Government Executive (June 2015)
- Presentation on CF7 at MSDO Conference (October 2015)



## Research

# Taking Care of Business 5

## Overview

Building on the results from the previous iterations, the study examines the following:

- Service reputation of various levels of government
- Satisfaction with government services provided to businesses
- The drivers of satisfaction
- Usage and preference of delivery channels and motivations for increasing usage of online services
- Attitudes toward regulatory burden and 'red tape' reduction



## Research

# Taking Care of Business 5

## Key Changes

- The main customer experience measure has been streamlined to a three-item index
- The number of businesses providing detailed evaluations of services delivered by the subscribing jurisdictions has been maximized
- The information based on the qualitative insight offered by the comments of survey respondents has been categorized and included in the reports



## Research

# Taking Care of Business 5

## Key Milestones (To Date)

- Survey Design (December 2015 - January 2016)
- Data Collection (January - April 2016)
- Jurisdictional reports (July/August 2016)
- National and summary reports (September 2016)

## Rollout (Fall 2016)

- Website update
- Public webinar
- Sessions for subscribers
- Article(s) (e.g., CGE)
- Presentations (e.g., MSDO conference)





# Research Review

- How well the current approach to research meets the needs of ICCS clients;
- Whether any changes need to be made in order to make it more relevant.

# Citizens First 8

Next iteration of research, i.e., Citizens First 8, has been tentatively scheduled for late 2016 or early 2017.





# Common Measurements Tool

## CMT Licensing

### Canada

- A number of jurisdictions and individual organizations in Canada use the CMT to obtain feedback from their clients
- Jurisdiction-wide licenses have been obtained by three provinces and territories: BC, Ontario and NWT

### International

- Licensing arrangements with international clients include membership agreements and stand-alone licenses. They range from single-use to multi-year arrangements.
- The jurisdictions that have been licensed include:
  - Australia
  - Belize
  - Malaysia
  - Netherlands
  - New Zealand
  - Singapore
  - UAE





## Common Measurements Tool

# CMT Benchmarking

The ICCS has provided benchmarking services for jurisdictions in:

- Canada
- Malaysia
- Netherlands
- UAE

The Institute continues to refine its benchmarking methodology, offering new and customized:

- Comparative lenses
- Analytical approaches
- Reporting formats







## Research and CMT

# Looking Ahead

- Enhancing the quality of products and services
- Increasing outreach and marketing efforts
- Building a community of practice
- Implementing effective partnership models

