

Service to Business Working Group

Terms of Reference

Background/Overview

Across Canada, jurisdictions have recognized the value of taking a client-centric and collaborative approach to the design and delivery of service to business. Service to business visions across the country demonstrate alignment across jurisdictions and similar drivers are being responded to; namely, the current economic environment and the need to support business productivity and competitiveness, red tape reduction, innovation and technological change, the need for increased efficiencies, and escalating expectations of business clients.

The Service to Business Working Group (WG) is a forum for Canadian public sector leaders and practitioners to share experiences and information, and to support collaboration that is focused on improving services to business.

Mandate/Scope

The mandate of the WG is to share information and experiences and explore opportunities and challenges in improving public sector service delivery for business clients.

- Specifically, identifying and implementing tangible service improvements that are based on inter-jurisdictional collaboration that results in improved service delivery and excellence to businesses across Canada.

The scope of its work includes:

- Continue advancing and sharing of initiatives across jurisdictions that achieve greater integrated services for businesses;
 - Providing opportunities for sharing and adopting best practices in service innovation; and
 - Reducing red tape for businesses to effectively operate and providing supports that will position them for success.
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Responsibilities

The objectives of the WG are to:

- Collaborate across federal, provincial/territorial and municipal jurisdictions to share information and experiences in providing services to business, and to discuss issues facing business service managers and practitioners;
 - Launch initiatives and small-scale experimental pilots, sharing best practices and lessons learned in the delivery of public sector services to business;
 - Support improving services to businesses;
 - Explore opportunities for inter-jurisdictional collaboration to reduce red tape and improve service delivery to business;
 - Expand engagement with other key stakeholders to support work related to WG priorities; and
 - Support Joint Councils priorities by assisting in the identification of jurisdictional representatives to participate on project/task teams being established by the Joint Councils.
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Membership	<p>Membership of the WG is comprised of interested public sector leaders and practitioners within each jurisdiction who have responsibilities for delivering services to business in their respective jurisdictions.</p> <ul style="list-style-type: none"> • Members represent federal, provincial/territorial and municipal governments. • The co-chairs will maintain a list of members.
Co-Chairs	<p>The WG will be co-chaired by a representative of the federal government and up to two representatives of a provincial/territorial government.</p> <p>Current co-chairs are:</p> <ul style="list-style-type: none"> ○ Innovation, Science and Economic Development Canada ○ Service BC
Reporting	<ul style="list-style-type: none"> • The WG reports to the Joint Councils.
Decision Making	<ul style="list-style-type: none"> • The co-chairs will lead decision making for the WG on a consensus model. • Decisions of the WG will be based on a principled approach to advance initiatives in open and collaborative manner that advances Joint Councils priorities while remaining focused on user experience.
Frequency of Meetings	<ul style="list-style-type: none"> • The WG will meet quarterly by teleconference or more frequently as required. Online meeting technologies such as WebEx and MS Teams will be utilized as appropriate. • The co-chairs are responsible for organizing and chairing the teleconferences and online meetings, and for sharing relevant information with members in advance of meetings. • The WG will also utilize GCcollab as its primary online information sharing tool for its members as it allows for posting and ease of use of content that is shared. Also, content will be cross-posted by the Institute for Citizen-Centred Service (ICCS) to the Councils' members website and online repository as appropriate.
Funding	<ul style="list-style-type: none"> • Funding for the WG and its activities fall under a common funding envelope managed by the ICCS on behalf of the Joint Councils, and subject to those approval processes. • Individual members are responsible for the costs of travel, meals and accommodations incurred in relation to meetings and work undertaken by the WG, unless separately approved in advance from within the Joint Councils' common funding envelope.