



Virtual Service Project

An Organization focused on Canadians

- Service Canada strives to become a world class leader in service excellence and in its ability to reach out all citizens including those living in remote locations.
- Our standards guarantee Canadians quality, accessible, and timely services in both official languages.

Context

Reasons for the implementation of such an initiative:

- Alignment with the Employment, Social Development Canada (ESDC) Service Strategy.
- Pathfinder Project with specific and measurable objectives :
 - Improving organizational performance, employees engagement
 - Reducing wait times for citizens in Service Canada Centre (SCC)
 - Meet our obligations regarding official languages
 - Use of a simple, secure and low-cost technology solution
- **Conclusive results confirm the achievement of the objectives and a customer satisfaction rate of more than 99%.**

A project with multiple possibilities

- The Service Quality Review has highlighted the effectiveness of in-person services but the need to provide support and enhance access, including the bundling of services, for Canadians.
- As part of continuous improvement, Service Canada is currently reviewing the service model and, in particular, the level of service offered to Canadians who live in rural and remote areas, especially to Indigenous peoples and vulnerable clients (seniors, homeless).

The Virtual Service – Our Future

- This Pathfinder Project supports ESDC's Service Strategy by contributing to it's 5 principles and Departmental efforts to enhance services for Canadians:
 - Client-centric - Responsive to current and emerging client needs
 - Digital-based services - Secure and easy to use
 - Efficient & Effective - Providing value for money
 - Collaborative and Connected through integrated and seamless collaboration and partnerships
 - Service Excellence - Based on a strong innovation service culture and an engaged workforce
- Potential for new partnerships with other federal agencies and levels of government.

Questions?