

Groupe de travail sur les services axés sur les clients

Conseils mixtes
Le 26 septembre
2018

Objectifs

Le Groupe de travail sur les services axés sur la clientèle (GTSAC) cherche l'approbation des Conseils mixtes pour :

- ✓ **le mandat du Groupe de travail;**
- ✓ **le Modèle de maturité des services intergouvernementaux axés sur les clients;**
- ✓ **du projet proposé pour faire l'essai du Modèle de maturité.**

Qui nous sommes – Composition

Le Groupe de travail sur les services axés sur la clientèle (GTSAC) comprend des représentants de :

- Gouvernement fédéral : Service Canada (coprésidente); Services aux Autochtones Canada; la Direction générale des services à la clientèle d'Immigration, Réfugiés et Citoyenneté Canada.
- Gouvernements provinciaux et territoriaux : Service Colombie-Britannique (coprésidente); Service Alberta; Service Terre-Neuve-et-Labrador; Services Nouvelle-Écosse; Nunavut; Yukon.

Qui nous sommes – Mandat

Le Groupe de travail sur les services axés sur la clientèle (GTSAC) a été établi pour :

- Définir ce que signifie être axé sur les clients du point de vue intergouvernemental.
- Renforcer la capacité de stimuler l'innovation et l'amélioration continue de la prestation de service dans le secteur public à tous les ordres de gouvernements dans l'ensemble du Canada.
- Établir un modèle pour évaluer l'état actuel; les possibilités et défis; les habilitants de la modernisation des services intergouvernementaux.
- Faire l'essai du modèle en fonction d'un service ou d'un groupe de services pour promouvoir et faciliter la collaboration entre administrations.

✓ **Le mandat est prêt pour son approbation finale.**

Les progrès réalisés à ce jour – Modèle de maturité

Mise au point d'un Modèle de services intergouvernementaux axés sur les clients qui fournit un point de référence pour évaluer :

- L'état actuel de l'expérience du service à la clientèle (c'est-à-dire citoyen) pour les services mettant en cause de multiples administrations ou ordres de gouvernements (c'est-à-dire services intergouvernementaux).
- Les possibilités et les défis associés à la collaboration entre les organisations dans le but d'améliorer de façon continue les expériences de service intergouvernemental.
- Les habilitants particuliers susceptibles de faire avancer la modernisation du service intergouvernemental (p. ex., des personnes ou des compétences; des processus, des données ou des informations, des outils ou des technologies, des politiques).

✓ **Le modèle de prêt pour approbation finale**

Les progrès réalisés à ce jour - Mise à l'essai du modèle

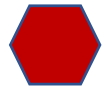
- **La planification est en cours pour étudier les expériences de service des citoyens pendant des catastrophes naturelles et humaines ou des états d'urgence (p. ex., feux de forêt, inondations, tempêtes de verglas).**
- **Le GTSAC a choisi cette orientation, car la prestation de services aux citoyens lors de catastrophes naturelles et humaines ou d'états d'urgence implique tous les ordres de gouvernements et de nombreuses administrations.**
- **Le but du projet est de déterminer où les expériences de service intergouvernemental se situent actuellement sur le continuum et de comprendre les facteurs habilitants susceptibles de stimuler la modernisation de ces expériences de service (p. ex., compétences ou gens, processus, données ou renseignements, outils ou technologies, politiques).**

Les progrès réalisés à ce jour – Mise à l'essai du modèle

Question de recherche : Comment pouvons-nous travailler ensemble pour veiller à ce que l'expérience de service des citoyens lors de catastrophes naturelles et humaines ou d'états d'urgence ait les caractéristiques suivantes :



EASY ACCESS AND ACCESSIBLE



CONSISTENT



EFFICIENT



RESPONSIVE



INTEGRITY

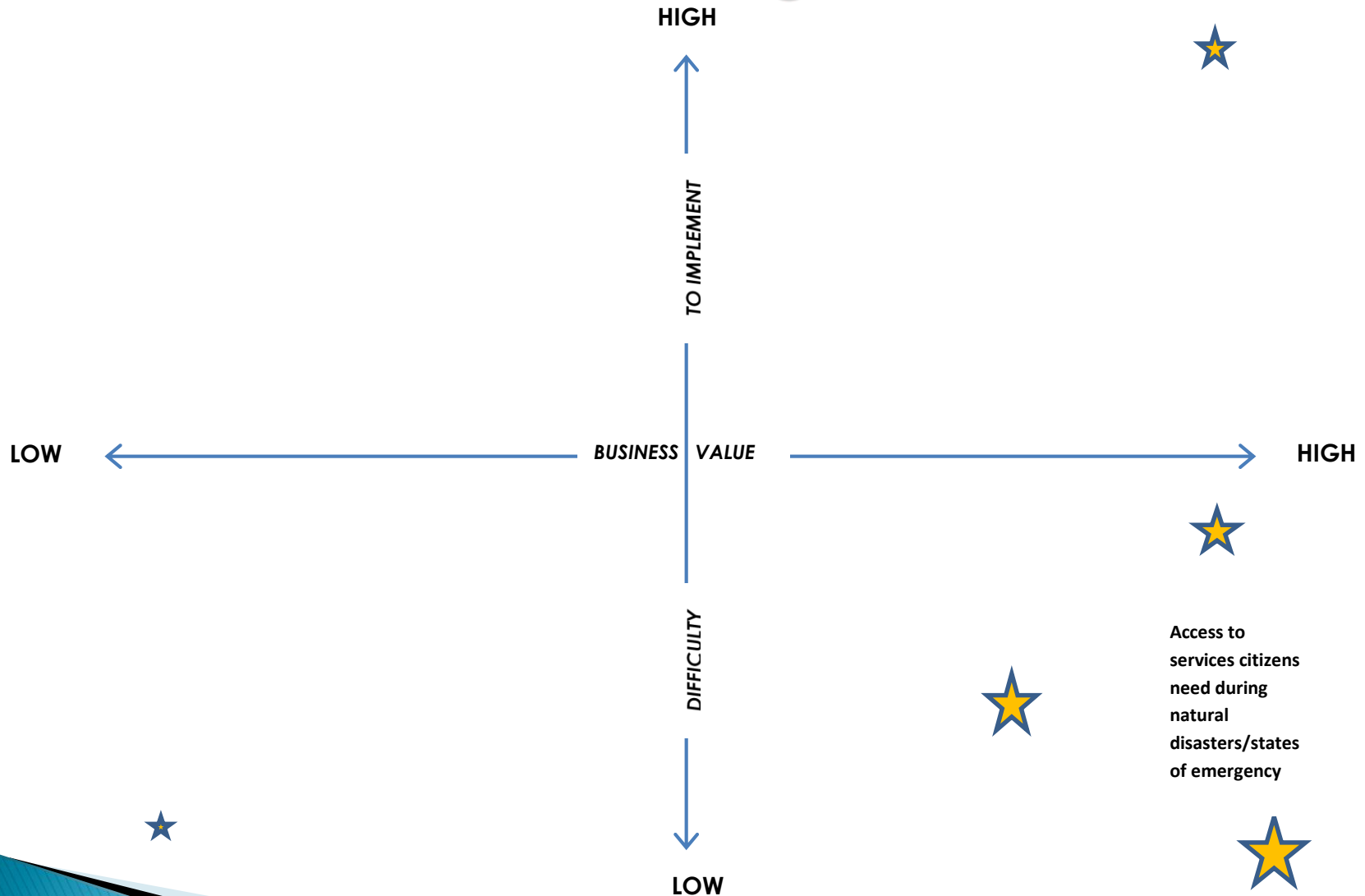


SECURE



SIMPLE

Identification des problèmes particuliers dignes d'être réglés



Déterminer les facteurs habilitants nécessaires pour résoudre les problèmes relatifs à l'expérience de service intergouvernemental

PEOPLE/SKILLS	PROCESSES	DATA/INFORMATION	TOOLS/TECHNOLOGY	POLICY
<ul style="list-style-type: none">• Competencies and skills exist to collaborate across jurisdictions• Front line staff are empowered to work across jurisdictions• Customer focused leadership	<ul style="list-style-type: none">• Access to processes is extended to partners• Business processes are standardized	<ul style="list-style-type: none">• Data is linked and accessible between jurisdictions	<ul style="list-style-type: none">• Tools exist to enable staff to work across jurisdictions	<ul style="list-style-type: none">• Trusted public service• Trained professionals<ul style="list-style-type: none">◦ Privacy/security• Legislative requirements• Information sharing agreements• Funding agreements

Prochaines étapes

Le GTSAC aimerait confirmer l'approbation des Conseils mixtes des éléments suivants :

- ✓ **le mandat du Groupe de travail;**
- ✓ **le Modèle de maturité des services intergouvernementaux axés sur les clients;**
- ✓ **l'accent qu'entend mettre le Groupe de travail sur les expériences de service des citoyens pendant des catastrophes naturelles et humaines ou d'états d'urgence pour faire l'essai du modèle de maturité.**

Prochaines étapes

Avec l'approbation des Conseils mixtes, le GTSAC :

- Examiner l'état actuel des expériences des citoyens lorsqu'ils accèdent aux services gouvernementaux lors de catastrophes naturelles et humaines ou d'états d'urgence.
- Identifier les points de douleur dans les expériences de service des citoyens.
- Cerner les possibilités de collaboration intergouvernementale pour améliorer les expériences de service.
- Recensera les facteurs habilitants particuliers susceptibles de stimuler la modernisation des services.
- Choisira un (1) ou deux (2) problèmes précis des problèmes d'une valeur de problèmes « dignes d'être réglés ».

Annexe A

Mandat du GTSAC

Background	Across Canada government leaders at all levels recognize the importance of continuously improving quality of the services they provide. Evolving public expectations for seamless services that transcend program, organizational and jurisdictional boundaries and highlight the need for intergovernmental solutions. In recognition of the importance of federal, provincial, territorial and municipal (FPTM) governments working together to modernize public sector service delivery, the <i>Client-Centric Service Working Group (CCSWG)</i> was established in February, 2018 by the Joint Councils for Public Sector Service Delivery (PSSD) and Public Sector Chief Information Officers (PSCIO).
Mandate	<ul style="list-style-type: none"> Define what it means to be client centric from an intergovernmental perspective. Build capacity for driving innovation and continuous improvement of public sector service delivery all levels of government across Canada. Establish a model for assessing: <ul style="list-style-type: none"> the current state of the client service experience for services involving multiple jurisdictions and/or levels of government; opportunities for, and challenges with, organizations working together to continuously improve intergovernmental service experiences specific enablers that can be leveraged to push the modernization of an intergovernmental service forward (e.g. people/skills; processes, data/information, tools/technology, policy) Test the model against a selected service or bundle of services, to champion and facilitate project based collaboration with interested jurisdictions to provide more seamless and integrated service across levels of government.
Responsibilities	<ul style="list-style-type: none"> Identify project deliverables Develop measurement framework to assess impact of projects Support effective collaboration across and within participating jurisdictions and the Councils Capture findings and make them accessible to all jurisdictions Develop and maintain work plan for Joint Councils and associated project funding proposals. Provide regular updates to the Joint Councils
Membership	<ul style="list-style-type: none"> Federal: ESDC/Service Canada; Immigration, Refugees and Citizenship Canada; Indigenous Services Canada Provincial/Territorial: Service BC, Service Alberta, Service Newfoundland, Service Nova Scotia Municipal: Municipal Service Delivery Officials
Co-Chairs	<ul style="list-style-type: none"> The Working Group will be co-chaired by Service BC and ESDC/Service Canada. The Co-Chairs responsible for: <ul style="list-style-type: none"> providing strategic leadership for the Client-Centric Services priority, ensuring linkages to the Joint Councils agenda and logic model ensuring balanced FPTM representation on the working group setting meeting agendas and materials, and chairing meetings. reporting regularly to Joint Councils.
Reporting	<ul style="list-style-type: none"> The <i>Client Centered Services Working Group</i> reports to the <i>Joint Councils</i>
Decision Making	<ul style="list-style-type: none"> CCSWG makes recommendations to the <i>Joint Councils</i> who in turn will make final decisions on activities/work plan. Decisions of the CCSIWG will be based on a principled, collaborative approach to advance initiatives
Frequency of Meetings	<ul style="list-style-type: none"> Meetings will be held monthly via teleconferencing, or as required, at the request of the Co-Chair
Funding	<ul style="list-style-type: none"> Funding for CCSIWG activities fall under the Joint Councils current funding arrangements and approvals. A funding form must be filled out and submitted to the Councils (via the ICCS Secretariat) along with a Scope of Work. Members of the Councils must review and approve funding requests Members are responsible for the costs of travel, meals and accommodations incurred in relation to CCSIWG activities unless funding for this has been approved by the Joint Councils.

Annexe B







Modèle de maturité des services intergouvernementaux axés sur les clients

ALIGNMENT WITH JOINT COUNCIL'S LONG TERM GOALS:

Enabling Government Without Borders: *Providing simple, seamless and convenient access to government information and services to Canadians regardless of where someone lives or does business.*
 Enabling a Modern and Innovative Government: *Leveraging data and research to inform policy development, service design and service delivery while being open, transparent and efficient.*

NOTE: The intent of this model is to provide a reference point for assessing:

- the current state of the client (i.e. citizen) service experience for services involving multiple jurisdictions and/or levels of government (i.e. intergovernmental services);
 - opportunities for, and challenges with, organizations working together to continuously improve intergovernmental service experiences;
 - specific enablers that can be leveraged to push the modernization of an intergovernmental service forward (e.g. people/skills, processes, data/information, tools/technology, policy)
- It is anticipated the model will be refined and improved as it is applied to intergovernmental client service improvement projects.

ATTRIBUTES	SERVICES ARE MEETING SOME OF MY EXPECTATIONS	I AM SATISFIED	I AM IMPRESSED BY THE QUALITY OF SERVICE I AM RECEIVING
 EASY ACCESS AND ACCESSIBLE	<ul style="list-style-type: none"> • My in-person services are conveniently located in one location where possible. • I can choose the channel that suits me the best (e.g. online, in-person, over the phone). • I can receive accessible services when I ask for them. • I have all the tools I need to complete the tasks. 	<ul style="list-style-type: none"> • My services are bundled and connected across departments and jurisdictions (e.g. birth bundle, death bundle). • I can access a service via one channel and seamlessly finish it via another. • Accessible services are readily available before I ask. • The tools to complete my tasks are easy to understand and use. 	<ul style="list-style-type: none"> • My service needs are met at the first point of contact, no matter what levels of government are involved. • I can access services seamlessly across jurisdictions and channels, anywhere, anytime, on any device. • I receive accessible services following universal design standards from all the jurisdictions and channels. • The tools provided not only assist me with one task but can be applied to other tasks in an easy and efficient way.
 CONSISTENT	<ul style="list-style-type: none"> • My services are reliable across channels. • My services adequately meet my expectations regardless of channels. 	<ul style="list-style-type: none"> • I receive consistent information about the services I need across governments and jurisdictions. • Changes I make at one level of government are reflected across levels of government (e.g. address change). 	<ul style="list-style-type: none"> • I receive the same high level of service across jurisdictions. • The quality of service consistently exceeds my expectations, my needs are always met.
 EFFICIENT	<ul style="list-style-type: none"> • My information is used within a jurisdiction to make it easier for me to receive related services. • When I engage in a service, I know how long it will take, what documents I will need, and when I will receive a service. • My services are timely and affordable. 	<ul style="list-style-type: none"> • My service providers anticipate my needs based on my life events and suggest appropriate interjurisdictional services (e.g. high school graduate nudged to access student loans, bursaries). • My information is shared as appropriate between different levels of government to reduce the need for me to provide it more than once. 	<ul style="list-style-type: none"> • My needs are anticipated across levels of government. • Related services that will improve my life are recommended. • Governments access a single source of information about me as appropriate so that I never have to provide it more than once.
 RESPONSIVE	<ul style="list-style-type: none"> • My feedback is actively sought. • The information and feedback I give is used to improve the services I receive. 	<ul style="list-style-type: none"> • My expectations on how I access services across governments are considered, people like me are engaged to test services before they're launched to ensure they meet our needs. • My governments inform me how my feedback improved services. 	<ul style="list-style-type: none"> • My service providers use sophisticated methods to continually evaluate and explore better ways of delivering services to me (e.g. advanced data analytics) and adapt to my changing preferences. • My service providers invite people like me to co-design services.
 INTEGRITY	<ul style="list-style-type: none"> • I am somewhat confident that my governments are delivering services that Canadians need while reducing fraud. 	<ul style="list-style-type: none"> • My taxes are well spent, governments work together to ensure benefits are targeting only those who need them. • My governments are ensuring everyone who should be receiving benefits is targeted. Everyone is treated equally. 	<ul style="list-style-type: none"> • I trust that my governments are working together to ensure my information is protected and its fraudulent use is prevented • My governments effectively prevent fraudulent access to benefits, ensuring they are available for people entitled to them.
 SECURE	<ul style="list-style-type: none"> • Governments consistently save and protect my information in all channels. 	<ul style="list-style-type: none"> • I can give my consent to allow governments to share my information to further improve my services. • Governments are using a secure, systematic approach to enable me to access services across channels and jurisdictions. 	<ul style="list-style-type: none"> • I have access to secure and seamless online service across service organizations. • I have a single secure login for all of my online services and am able to check the status of all services online.