**Public Sector Service Delivery and Public Sector Chief Information Officers Joint Councils’**

**Client-Centric Services Working Group**

**Final Project Deliverables:**  *Intergovernmental Client-Centric Services Maturity Model*

1. Link to the online User Guide for the *Intergovernmental Client-Centric Services Maturity Model*: <https://learn.citizenfirst.ca> (Generic User Name: TestUser / Password: MMtool2021)
2. [Online version of Maturity Model](https://forms.office.com/Pages/ResponsePage.aspx?id=5cGAW45ZI0-mQnK53fZj6-W4PCaCYlRGu1IWlFZYrkxUOElPSTFXNkMyNFUwSEQ5VkdINkxPU1JBUS4u) ( compatible with desktop or mobile device)

**PROJECT PROFILE**

**Background**

In recognition of the importance of federal, provincial, territorial and municipal (FPTM) governments working together to modernize public sector service delivery, the *Client-Centric Services Working Group (CCSWG)* was established in February 2018 by the Joint Councils for Public Sector Service Delivery (PSSD) and Public Sector Chief Information Officers (PSCIO).

The work of the *CCSWG* is dedicated to:

* defining what it means to be client centric from an intergovernmental perspective.
* building capacity for driving innovation and continuous improvement of public sector service delivery at all levels of government across Canada.
* establishing a model for assessing:
* 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)

**Project Objective**

The objective of the project is to test the *Intergovernmental Client-Centric Services Maturity Model* by applying it to a common pain point associated with a service experience. To this end:

* the attributes of client-centricity outlined in the model will be used to determine where on the continuum of maturity the service is;
* an analysis of what is required to move the service further along the continuum of maturity to improve the client experience will be done.

**Approach**

The lack of “one-stop” access to recovery services in the wake of a wildfire, and the implications of that for senior citizens, is the first case study for the project. Additional case studies may be done if further testing of the Model is required.

Citizens’ experience when accessing government services in the wake of a state of an emergency was selected as a research focus as:

* it is assumed the heightened need for service in an emergency scenario will amplify challenges and make them more visible;
* the lack of one stop access to recovery services is a challenge identified by multiple jurisdictions and there is broad agreement that collaboration across levels of government will be required to address it;
* the increased frequency of extreme weather events and fires, and the social and economic dislocation they cause, highlights the imperative for continuously improving intergovernmental services, and public trust and confidence in the government organizations providing them.

Senior Citizens were selected as the first segment of the population to test the model as they represent a diverse and rapidly growing cross-section of Canadian society, allowing for the exploration of a range of potential barriers to service including geography, digital literacy and mobility.

**Deliverables**

This project will:

* test the *Intergovernmental Client-Centric Services Maturity Model* by applying it to a common pain point associated with a citizen service experience.
* identify and implement enhancements to *Intergovernmental Client-Centric Services Maturity Model* to make it more comprehensive and user friendly.
* create a companion “User’s Guide” that can be used as a tool by service delivery organizations to assess and address the maturity of specific services;
* develop and refer recommendations identified through the project to the relevant service delivery organizations for their consideration.