

Client Centric Services Design/Experience Community of Practice (CCS CoP) TERMS OF REFERENCE (TOR)

BACKGROUND / OVERVIEW

The Client Centric Services Design/Experience Community of Practice (CCS CoP) begins with the premise that it shouldn't matter what level of government is delivering a public service. Canadians seeking information, services and programs should have a consistent service experience across jurisdictions and should be able to accomplish their goals with a high level of confidence, ease and satisfaction. The CCS CoP is a forum where federal, territorial, provincial, and municipal leaders of user research and design can meet to share best-practices, research, knowledge, lessons learned and come together to co-create a vision for a One Canadian Citizen client experience of the future.

MANDATE / SCOPE

The community provides a forum for jurisdictional entities to work together to improve the overall service experience for Canadians through client centered service design. The scope of the community spans a range of service experience related topics, and will provide a forum to:

- Share expertise, challenges, lessons learned and success stories.
- Co-create and arrive at a common understanding and vision for a One Canadian Citizen government service experience.
- Socialise and promote the client-centered vision within member jurisdictions and report on efforts to achieve the vision. Take a pulse check from across jurisdictions to understand different states of readiness to adopt the vision.
- Identify challenges experienced by CoP members in designing client-centered services and collectively develop strategies to promote progress and remove barriers.
- Identify specific areas of interest for more focused presentations from members.

GOALS

Primary goal

- Conduct meetings (cadence TBD) at the executive level to advance a vision for client-centered government service experiences.
- Conduct co-creation sessions as needed to solidify a One Canadian Citizen service experience vision.

Secondary goal

- Create an informal network at the manager level to leverage expertise on specific operational themes and increase buy-in for the vision.

MEMBERSHIP

Federal, Provincial, Territorial and Municipal leaders in Client-Centric Service Design.

CO-CHAIRS

The Co-Chairs are responsible for:

- Coordinating and hosting meetings, including co-creation sessions.
- Distributing communications.
- Working with the committee to identify relevant topics and creating an appropriate agenda.
- Creation of Sub-Working Groups to advance activities, when required.

FREQUENCY OF MEETINGS

Quarterly meetings with ad-hoc co-creation sessions.

REPORTING

The Client Centric Services Design/Experience Community of Practice reports to the Joint Councils (PSSDC & PSCIOC) every 3 months or as needed.

DECISION MAKING

The CCS CoP makes recommendations to the Joint Councils regarding specific projects and work activities as necessary. Recommendations will be based on an approach to advance initiatives in a collaborative and/or bilateral basis.

FUNDING

Funding for the CCS CoP activities will fall under the Joint Councils current funding arrangements and approvals.

CO-CHAIRS

FEDERAL GOVERNMENT

***Innovation, Science and Economic Development
 Canada***

Ashley Belanger
 Acting Director, Design Centre of Expertise
 Tel.: 819-576-2604
ashley.belanger@canada.ca

PROVINCIAL GOVERNMENT

***Secrétariat du Conseil du trésor
 Centre québécois d'excellence numérique
 Direction de la culture et de l'écosystème***
 Geneviève Brodeur, senior Service Designer, Lab
 d'essai des services publics
 Tel.: 418-809-4692
genevieve.brodeur@sct.gouv.qc.ca

***Chief Information Officer/Assistant Deputy
 Minister Children, Youth and Social Services I+IT
 Cluster (CYSSC) | Providing I+IT Solutions
 Ministry of Children, Community and Social
 Services***
 Alex Coleman
 Mobile: 289-242-7053
Alex.Coleman@ontario.ca