

Client Centric Services Working Group Update

PROJECT: *Testing the Intergovernmental Client-Centric Services Maturity Model*

- The Intergovernmental Client-Centric Services Maturity Model (the model) has been developed to assess the quality of public sector service delivery, identify opportunities to push the modernization of intergovernmental services and improve client experience.
- A project to test the model is being undertaken before it is shared more broadly amongst PSSDC members.
- Service Canada, Service BC and Service Nova Scotia are co- leading this project on behalf of the Client-Centric Services Working Group (CCSWG).
- The service experience senior citizens have when accessing recovery services in the wake of a wildfire is the user experience the model is being tested with. Three senior citizen personas have been developed for this purpose.
- A contractor (Optimus sbr) has been hired to support the project.
- Deliverables include:
 - implementing enhancements to the *Intergovernmental Client-Centric Services Maturity Model* that will make it more user friendly
 - Developing a User's Guide for the model
- Project launched in late July. Discovery sessions are underway.
- Project targeted for completion in December 2019.
- CCSWG will determine if additional testing of the model is required at the end of the project.