

Intergovernmental Client-Centric Services Maturity Model

ALIGNMENT WITH JOINT COUNCILS’ 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 aspirational model is to provide a reference point for assessing:
- the current state of the client (i.e. citizen) service experience for services involving more than one jurisdiction (e.g. the federal government and a provincial government, between two provincial governments, or between a provincial government and a municipality). It can also be used within a jurisdiction.
 - opportunities for, and challenges with, organizations working together to continuously improve intergovernmental service experiences.
 - specific enablers (e.g. people/skills, processes, data/information, tools/technology, policy) that can be leveraged to push the modernization of an intergovernmental service forward.





It is anticipated the model will be refined and improved as it is applied to intergovernmental client service improvement projects.

As you work through applying the Maturity Model and identifying what you can do to improve service delivery, consider current state pain points, the root cause of the pain point and desired future state enablers. This information can be recorded in the “Comments” field for each attribute.

Name of Service: _____

ATTRIBUTES		SERVICES ARE MEETING SOME OF MY EXPECTATIONS		SERVICES ARE MEETING MANY OF MY EXPECTATIONS		I AM IMPRESSED BY THE QUALITY OF SERVICE I AM RECEIVING	
 SIMPLE	<div><input type="checkbox"/> What I need to do to get a service is clear and easy to understand.</div> <div><input type="checkbox"/> My services are easy to use and processes are easy to determine or follow.</div>	<div><input type="checkbox"/> My services are streamlined.</div> <div><input type="checkbox"/> Information I provide is pro-actively used to complete a service or for my related services where appropriate (e.g. data entry fields are pre-populated with that information).</div>	<div><input type="checkbox"/> My service experience is intuitive and seamless.</div> <div><input type="checkbox"/> My service experience is personalized and can adapt to my changing needs and situation.</div>				
COMMENTS							
 EASY ACCESS AND ACCESSIBLE	<div><input type="checkbox"/> My services are conveniently located and easy to find (e.g. in the same location).</div> <div><input type="checkbox"/> I can access the service in the way that suits me best (e.g. online/digital, in-person, over the phone).</div> <div><input type="checkbox"/> I can get assistance with accessing services when I ask for it (e.g. teletyping (TTY) technology).</div> <div><input type="checkbox"/> My services are available in my preferred official language.</div> <div><input type="checkbox"/> I can easily get the information, forms and applications I need to complete my service request.</div>	<div><input type="checkbox"/> My services are grouped together in a way that makes sense to me (e.g. newcomer services, retirement services).</div> <div><input type="checkbox"/> I can start a service one-way (e.g. in-person), and complete it another way (e.g., online) in the way the works best for me.</div> <div><input type="checkbox"/> Assistance with accessing a service is readily available before I ask (e.g. teletyping (TTY) technology).</div> <div><input type="checkbox"/> The information, forms and applications I need to complete my service request are easy to understand and use.</div>	<div><input type="checkbox"/> I can find everything I need to complete the service wherever I first access it (e.g. online/digital, in-person, over the phone).</div> <div><input type="checkbox"/> I can access services anywhere, anytime, on any device.</div> <div><input type="checkbox"/> The assistance I receive with accessing services meets the highest standards (e.g. universally recognized).</div>				
COMMENTS							
 CONSISTENT	<div><input type="checkbox"/> Changes I make to my information (e.g., address) are captured by all the organizations involved in that service, e.g. setting up a small business, within the same jurisdiction so that I don't have to provide it more than once.</div> <div><input type="checkbox"/> I receive accurate information about the service I need from all the organizations involved in providing that service within the same jurisdiction.</div>	<div><input type="checkbox"/> Changes I make within one department, ministry or agency (e.g., address change) are reflected across all departments, ministries or agencies within the same jurisdiction (e.g. federal).</div> <div><input type="checkbox"/> I receive accurate information about the service I need from all the organizations providing that service across jurisdictions (e.g. federal, provincial and municipal).</div>	<div><input type="checkbox"/> Changes I make within one department, ministry or agency (e.g., address change) are reflected across all departments, ministries or agencies across jurisdictions.</div> <div><input type="checkbox"/> I receive accurate information about related services I need across jurisdictions</div>				
COMMENTS							

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<div></div> <div><i>EFFICIENT</i></div>	<div><input type="checkbox"/> When I go to get a service, I know how long it will take, what supporting documents I will need, and when I will receive the service.</div> <div><input type="checkbox"/> I am ok with the time it takes to get the service.</div> <div><input type="checkbox"/> I can move smoothly through the steps to complete the service (not stuck, bounce around or caught in a loop).</div>	<div><input type="checkbox"/> My service providers anticipate my needs such as for a life event (e.g. birth of a child) or an unexpected event (e.g. natural disaster evacuation) and suggest related services (e.g. high school graduate informed of the availability of student loans).</div>	<div><input type="checkbox"/> I am automatically enrolled in services as appropriate e.g., eligibility for certain benefits based on age or income level.</div>
<i>COMMENTS</i>			
<div></div> <div><i>RESPONSIVE</i></div>	<div><input type="checkbox"/> I receive my services in a respectful, helpful and professional manner.</div> <div><input type="checkbox"/> My unique circumstances are taken into consideration.</div> <div><input type="checkbox"/> When I have a problem, I am confident it will be directed to the right area to be resolved.</div> <div><input type="checkbox"/> My feedback is actively sought.</div> <div><input type="checkbox"/> The information and feedback I give is used to improve the services I receive.</div>	<div><input type="checkbox"/> When I have an issue, it is resolved in a satisfactory amount of time.</div> <div><input type="checkbox"/> I am proactively informed on the status of my service request if issues or delays are encountered.</div> <div><input type="checkbox"/> It is evident that people like me have been engaged to test services before they’re launched to ensure they meet our needs.</div> <div><input type="checkbox"/> I am informed how my feedback is being used to improve services.</div>	<div><input type="checkbox"/> My service providers use sophisticated methods to continually evaluate and explore better ways of delivering services to me (e.g. advanced data analytics) and to adapt to my changing preferences.</div> <div><input type="checkbox"/> It is evident my service providers have worked with people like me to design the service.</div>
<i>COMMENTS</i>			
<div></div> <div><i>INTEGRITY</i></div>	<div><input type="checkbox"/> I am somewhat confident that services are delivered while reducing fraud.</div> <div><input type="checkbox"/> My information is used for the purposes I intended.</div> <div><input type="checkbox"/> I am treated fairly and ethically.</div>	<div><input type="checkbox"/> I am receiving the benefits I am entitled too.</div> <div><input type="checkbox"/> Benefits are targeting only those who need them.</div>	<div><input type="checkbox"/> I trust that fraudulent use of my information is prevented.</div> <div><input type="checkbox"/> I trust that the measures in place effectively prevent fraudulent access to benefits</div>
<i>COMMENTS</i>			
<div></div> <div><i>SECURE AND SAFE</i></div>	<div><input type="checkbox"/> My information and privacy is protected.</div> <div><input type="checkbox"/> I am confident security protocols and tools against new or potential threats (e.g. latest virus, data breach) are quickly implemented.</div> <div><input type="checkbox"/> I have control over the sharing of my information to further improve my services.</div> <div><input type="checkbox"/> My safety is a primary consideration during the delivery of services (e.g. set-up of temporary in-person service centre during an evacuation).</div>	<div><input type="checkbox"/> I have a single self-identification method (e.g. login) to see a subset of my services at once to check the status or update those services.</div>	<div><input type="checkbox"/> I have a single self-identification method (e.g. my digital identity) to see all my services at once to check the status or update those services.</div>
<i>COMMENTS</i>			