








# Intergovernmental Client-Centric Services Maturity Model

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
 <b>EASY ACCESS AND ACCESSIBLE</b>	<ul style="list-style-type: none"><li>My in-person services are conveniently located in one location where possible.</li><li>I can choose the channel that suits me the best (e.g. online, in-person, over the phone).</li><li>I can receive accessible services when I ask for them.</li><li>I have all the tools I need to complete the tasks.</li></ul>	<ul style="list-style-type: none"><li>My services are bundled and connected across departments and jurisdictions (e.g. birth bundle, death bundle).</li><li>I can access a service via one channel and seamlessly finish it via another.</li><li>Accessible services are readily available before I ask.</li><li>The tools to complete my tasks are easy to understand and use.</li></ul>	<ul style="list-style-type: none"><li>My service needs are met at the first point of contact, no matter what levels of government are involved.</li><li>I can access services seamlessly across jurisdictions and channels, anywhere, anytime, on any device.</li><li>I receive accessible services following universal design standards from all the jurisdictions and channels.</li><li>The tools provided not only assist me with one task but can be applied to other tasks in an easy and efficient way.</li></ul>
 <b>CONSISTENT</b>	<ul style="list-style-type: none"><li>My services are reliable across channels.</li><li>My services adequately meet my expectations regardless of channels.</li></ul>	<ul style="list-style-type: none"><li>I receive consistent information about the services I need across governments and jurisdictions.</li><li>Changes I make at one level of government are reflected across levels of government (e.g. address change).</li></ul>	<ul style="list-style-type: none"><li>I receive the same high level of service across jurisdictions.</li><li>The quality of service consistently exceeds my expectations, my needs are always met.</li></ul>
 <b>EFFICIENT</b>	<ul style="list-style-type: none"><li>My information is used within a jurisdiction to make it easier for me to receive related services.</li><li>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.</li><li>My services are timely and affordable.</li></ul>	<ul style="list-style-type: none"><li>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).</li><li>My information is shared as appropriate between different levels of government to reduce the need for me to provide it more than once.</li></ul>	<ul style="list-style-type: none"><li>My needs are anticipated across levels of government.</li><li>Related services that will improve my life are recommended.</li><li>Governments access a single source of information about me as appropriate so that I never have to provide it more than once.</li></ul>
 <b>RESPONSIVE</b>	<ul style="list-style-type: none"><li>My feedback is actively sought.</li><li>The information and feedback I give is used to improve the services I receive.</li></ul>	<ul style="list-style-type: none"><li>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 meets our needs.</li><li>My governments inform me how my feedback improved services.</li></ul>	<ul style="list-style-type: none"><li>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.</li><li>My service providers invite people like me to co-design services.</li></ul>
 <b>INTEGRITY</b>	<ul style="list-style-type: none"><li>I am somewhat confident that my governments are delivering services that Canadians need while reducing fraud.</li></ul>	<ul style="list-style-type: none"><li>My taxes are well spent, governments work together to ensure benefits are targeting only those who need them.</li><li>My governments are ensuring everyone who should be receiving benefits is targeted. Everyone is treated equally.</li></ul>	<ul style="list-style-type: none"><li>I trust that my governments are working together to ensure my information is protected and its fraudulent use is prevented</li><li>My governments effectively prevent fraudulent access to benefits, ensuring they are available for people entitled to them.</li></ul>
 <b>SECURE</b>	<ul style="list-style-type: none"><li>Governments consistently save and protect my information in all channels.</li></ul>	<ul style="list-style-type: none"><li>I can give my consent to allow governments to share my information to further improve my services.</li><li>Governments are using a secure, systematic approach to enable me to access services across channels and jurisdictions.</li></ul>	<ul style="list-style-type: none"><li>I have access to secure and seamless online service across service organizations.</li><li>I have a single secure login for all of my online services and am able to check the status of all services online.</li></ul>
 <b>SIMPLE</b>	<ul style="list-style-type: none"><li>My services are delivered in easy to understand, plain language.</li><li>My services are easy to use, processes are easy to determine.</li></ul>	<ul style="list-style-type: none"><li>Information I provide is pro-actively used for related services.</li><li>Data entry fields are pre-populated with data that could reside in other jurisdictions.</li></ul>	<ul style="list-style-type: none"><li>My services have a common look and feel across governments.</li><li>My experience is personalized and can adapt to my changing needs and situation. Things that were once difficult to do are now straightforward, easy to understand and intuitive.</li></ul>