

# **Discussion on the F-P/T Deputy Ministers' Table on Service Delivery Collaboration**



Joint Councils  
September 14, 2016  
Victoria, British Columbia

# Purpose

- The F-P/T Deputy Ministers' Table on Service Delivery Collaboration had an in-person meeting in Gatineau, Quebec in May, 2016.
- The Table asked us to work with the Joint Councils to:
  - Develop a proposed vision for the Table
  - Reframe Open Data and Big Data under Data Driven Intelligence for the purpose of improving service delivery
  - Reframe priorities to reflect where we could accelerate quick wins and highlight longer-term foundational work.



# Vision for Service Collaboration



- The F-P/T DMs' Table on Service Delivery Collaboration asked that the recently developed Joint Councils vision "to provide best in class public services" be leveraged.
- DMs wanted the concepts collaboration, leadership, and acceleration included in the vision.
- Proposed F-P/T DMs' Table Vision Statement:
  - **Collaborative leadership to accelerate the delivery of best in class public services.**

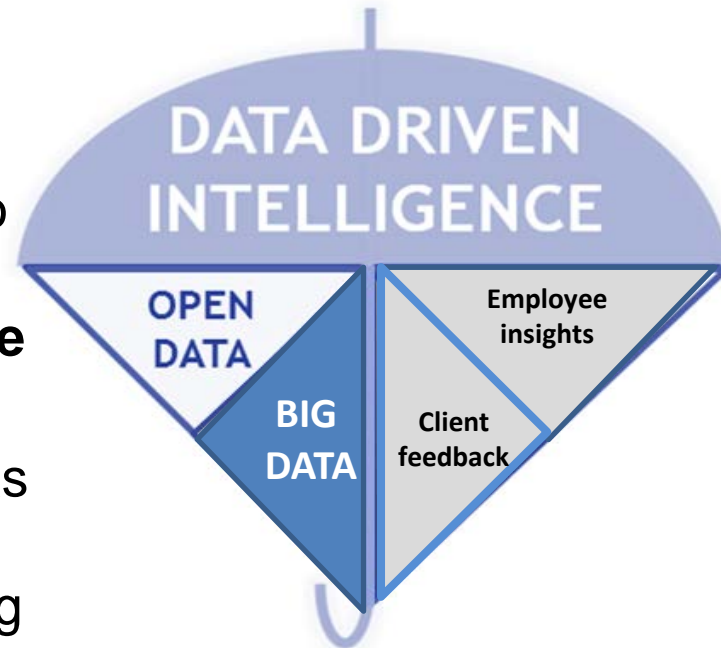
# DMs' Table – Service Delivery Priorities

- The F-P/T DMs' Table on Service Delivery Collaboration is advancing the following service delivery priorities:
  - Identity Management
    - Pan-Canadian Trust Framework
    - Canada's Digital Interchange
  - Service to Business
    - Business Number
    - Expedited Business Start
  - Data Driven Intelligence
    - Open Data
    - Big Data
  - Client-Centred Design
    - Channel Shifting
    - Service Network Collaboration
    - Death Notification



# Data Driven Intelligence

- At its May 2016 in-person meeting:
  - The DMs acknowledged the work on Open Data and recognized the need to explore other client engagement data sources and analytical tools to **improve service delivery**.
  - They endorsed reframing this priority as **Data Driven Intelligence** in order to consider other components such as Big Data, Client Feedback, and Employee Insights.
- The F-P/T DMs' Table on Service Delivery Collaboration asked us to work with the Joint Councils to reframe and advance Data Driven Intelligence.



# Accelerating the Work on Priorities

- At the F-P/T Clerks and Cabinet Secretaries meeting on April 8, 2016, the F-P/T DMs' Table on Service Delivery Collaboration was asked to consider concrete deliverables to accelerate.
- In response, the F-P/T DMs' Table on Service Delivery Collaboration has asked us to work with Joint Councils to:
  - Expedite Identity Management using Death Notification as a pathfinder.
  - Accelerate Service to Business through either Business Number or Expedited Business Start.
  - Identify quick wins and other longer term enablers.
- In collaboration with partners, an Acceleration Placemat is under development, which highlights approaches to acceleration and quick wins (see hand-out).



# Discussion Questions

- Do you support the proposed vision statement for the F-P/T DMs' Table on Service Delivery Collaboration?
  - ***Collaborative leadership to accelerate the delivery of best in class public services***
- Are there other initiatives that could be accelerated and other quick wins?

# Next Steps

- Based on input received from the Joint Councils, further advance the vision, Data Driven Intelligence, and options for acceleration with F-P/Ts via a webinar – **early Fall**.
- Engage DMs secretorially on materials prior to **December** F-P/T DMs' Table Teleconference
- Seek endorsement of vision and options for acceleration at F-P/T DMs' Table teleconference in **December**
- Seek direction on Data Driven Intelligence at F-P/T DMs' Table teleconference in **December**