

Terms of Reference

PSSDC – PSCIOC Research Committee

February 17, 2011

Overview

The Public Sector Service Delivery Council (PSSDC) – Public Sector Chief Information Officer Council (PSCIOC) Research Committee is responsible for conducting research to support the public sector inter-jurisdictional CIO and service delivery communities.

The PSSDC-PSCIOC Research Committee was established in 1998 and is focussed on delivering research findings and results that will enable the PSSDC and PSCIOC members to design and implement their service improvement strategies for both external (client and citizen) and internal (employee and stakeholder) audiences.

Responsibilities & Scope

The PSSDC-PSCIOC Research Committee will:

1. Consult and liaise with the PSSDC and PSCIOC and the Institute for Citizen-Centred Service (including its Research Standards Board) to identify research priorities.
2. Identify and frame appropriate research approaches and identify the fiscal and human resources required to achieve research goals.
3. Establish a three year work plan based on identified research needs to be updated annually. The three year work plan will be vetted and approved by the Joint Councils of the PSSDC-PSCIOC on an annual basis.
4. Submit periodic reports to the Joint Council of the PSSDC-PSCIOC on the progress of its work as required.
5. Undertake a range of research activities to advance its research agenda. This may include input into the research objectives of Citizens First, Taking Care of Business and other ICCS research studies, commissioned research through vendors, leveraging individual jurisdictional research projects, engaging the academic community to mine existing databases for new insight, inviting the submission of research papers on key research topics, scanning best practices across Canadian and international jurisdictions and the production of case studies in key areas of interest, etc.
6. Communicate and disseminate its research findings and products to the PSSDC, PSCIOC, ICCS and broader public sector communities. This may include conferences, webinars, publications, bulletins, web postings, etc.

Membership and Governance

1. The Research Committee is a sub-committee of the Joint Councils and will report directly to the Joint Councils of the PSSDC-PSCIOC.
2. Membership of the PSSDC-PSCIOC Research Committee will be drawn from PSSDC - PSCIOC members and their staff, organizations in Council jurisdictions, ICCS Fellows, the ICCS Standards Board, with designated ICCS staff as ex officio members. The Executive Director of the ICCS or his/her designate will be a member of the Research Committee.
3. Every reasonable effort will be made to ensure that there is at least one representative from every level of government in Canada and that there is broad regional representation.
4. Members should have appropriate research experience and knowledge and be prepared to actively contribute to the achievement of the Research Committee's deliverables.
5. The Research Committee will be led by federal and provincial/territorial Co-Chairs appointed by the Joint Councils.
6. The Co-Chairs will convene and lead an Executive Committee to assist in managing and leading the work of the Research Committee. The Executive Committee will be composed of the Research Committee Co-Chairs, the Chairs of the Research Committee's sub-committees and the Executive Director of the ICCS or his/her designate. The role and mandate of the Executive Committee will be set out in a separate Terms of Reference.
7. The Research Committee may establish and direct sub-committees and working groups as required to carry out its mandate. (Those initially being proposed include a Service Value Chain Sub-Committee, a Best Practices Sub-Committee and an Academic Liaison Sub-Committee.) Appropriate Terms of Reference shall be established for such sub-committees. Membership and participation in sub-committees will not be limited to members of the Research Committee proper and may draw on broader pools of expertise as required.

Administration

1. The PSSDC-PSCIOC Research Committee will be convened and its agendas established by the Co-Chairs in consultation with the Executive Committee.
2. The Research Committee will be convened at least twice a year by teleconference.
3. The agendas of Research Committee meetings will be action oriented and decision making in nature. Ongoing information sharing will be facilitated through other less formal communications platforms and tools.
4. The ICCS will provide secretariat support to convene the meetings and support the work of the Research Committee as required.

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PSSDC – PSCIOC Research Committee Executive Committee

February 17, 2011

Overview

The PSSDC-PSCIOC Research Committee's Executive Committee is a small, active, functional group drawn from the membership of the PSSDC-PSCIOC Research Committee to help lead and organize the work of the Research Committee.

Responsibilities & Scope

The Executive Committee of the PSSDC-PSCIOC Research Committee will:

1. Consult and liaise with the Research Committee, PSSDC and PSCIOC membership and the Institute for Citizen-Centred Research (including its Research Standards Board) to frame and advance the work of the Research Committee;
2. Take the lead in identifying and framing collaborative research needs, appropriate research approaches and the fiscal and human resources required to achieve research goals;
3. Establish a Three Year Plan based on identified research needs to be updated annually. The Executive Committee will ensure that the plan is vetted and approved by the Research Committee at-large as well as the Joint Councils of the PSSDC-PSCIOC;
4. Recommend the establishment of Research Committee Sub-Committees, their Terms of Reference and Chairs to support the achievement of the Research Committee's mandate, to be submitted to the Research Committee for endorsement;
5. Lead the identification of means to communicate the Research Committee's research to the PSSDC, PSCIOC, ICCS and broader public sector communities;
6. Set agendas for and schedule periodic Research Committee meetings;

7. Submit periodic reports on behalf of the Research Committee to the Joint Councils of the PSSDC-PSCIOC on the progress of Research Committee's work;
8. Meet regularly to consider and plan the activities of the Research Committee.

Membership and Governance

Membership in the Executive Committee of the PSSDC-PSCIOC Research Committee will consist of the Co-Chairs of the Research Committee along with the Chairs of any Research Committee sub-committees. Every reasonable effort will be made to ensure that there is at least one representative from federal, provincial / territorial and municipal / regional government levels included on the Executive Committee.

The Executive Director of the Institute for Citizen-Centred Service or his/her designate will also be a member of the Executive Committee.

The EC will be convened by the Co-Chairs of the Research Committee who will also act as the Co-Chairs of the Executive Committee.

Administration

A schedule of meetings and their agendas will be set by the Co-Chairs with input from the other Executive Committee members. The ICCS will provide secretariat support to convene the meetings and support the work of the Executive Committee as required.

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PSSDC – PSCIOC Research Committee Academic Liaison Sub-Committee

February 17, 2011

Committee Mandate

The purpose of the Academic Liaison Sub-Committee is:

1. To foster and facilitate communications, working relationships and research activities between the PSSDC-PSCIOC Research Committee and members of the Canadian and international academic communities on issues related to public sector service delivery and information technology/information management.
2. To facilitate academic involvement and assistance with the PSSDC-PSCIOC Research Committee's efforts. This may include:
 - Brokering or conducting academic analysis and insight related to existing public sector research and data bases;
 - Sponsoring academic/public sector conferences and research events;
 - Encouraging the development of academic papers or studies on key topics of interest; and
 - Publishing and otherwise disseminating its work and that of the PSSDC-PSCIOC Research Committee.

Responsibilities & Scope

The Academic Liaison Sub-Committee will:

1. Consult with the Research Committee, and take into account the expressed interests of the PSSDC and PSCIOC and the Institute for Citizen-Centred Research in framing its priorities.
2. Seek out and engage key academics and expert practitioners with an active interest in public sector service delivery and information technology/information management.
3. Prepare and execute an annual work-plan outlining the Committee's priorities, projects, and activities.
4. Ensure regular communication with the Research Committee on the progress of its work.
5. Broadly communicate the results of its activities.

Membership and Governance

Membership in the Academic Liaison Sub-Committee will be drawn from members of the PSSDC-PSCIOC Research Committee, other interested public servants and Canadian and international academics who have an active interest and experience in public sector service delivery or information management/information technology issues.

The Academic Liaison Sub-Committee will report to the PSSDC-PSCIOC Research Committee which will be responsible for appointing a Chair or Co-Chairs to lead the Sub-Committee and for approving the annual work-plan of the Sub-Committee.

The Academic Liaison Sub-Committee Chair(s) shall sit as members of the Research Committee Executive Committee.

Administration

Regular meetings will be scheduled by the Sub-Committee following its inaugural meeting.

Agendas will be set by the Sub-Committee Chair(s) with input from Sub-Committee members.

The ICCS will provide secretariat support to convene the meetings and support the work of the Academic Liaison Sub-Committee.

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PSSDC – PSCIOC Research Committee Best Practices Sub-Committee

February 17, 2011

A best practice is a technique or methodology that, through experience and research, has proven to reliably lead to a desired result. A commitment to using the best practices in any field is a commitment to using all the knowledge and technology at one's disposal to ensure success. (Source: WhatIs.com)

Committee Mandate

The purpose of the Best Practices Research Sub-Committee is:

1. To consult with the PSSDC, PSCIOC and Research Committee members and the Institute for Citizen-Centred Service to identify areas of interest that would be good candidates for best practice research. The best practice research topics will be drawn from both service delivery and information technology/information management fields as they pertain to government entities.
2. On annual basis, to prioritize a sub-set of the desired areas of interest for best practice research based on the availability of human and financial resources including subject-matter experts.
3. To prepare and distribute an annual work-plan describing the approach and timelines for the best practice research that will be undertaken in a given year. The work-plan would be approved by the PSSDC/PSCIOC Research Committee and may be amended, with their approval, as necessary throughout the year.
4. To facilitate and/or conduct the best practice research. The best practice research may include: literature reviews, research publications or papers, case studies, conference proceedings, databases, Web sites, interviews with practitioners or academics, survey results, etc.
5. To submit regular reports to the Research Committee on the progress of the Best Practice Research Sub-Committee work-plan.
6. To broadly communicate and distribute all completed best practice research to the Research Committee and the membership of the PSSDC / PSCIOC committees through such vehicles as: publications, Web postings, Webinars, conferences, case studies, etc.
7. To ensure that, where possible, all best practice research is made available to the Institute for Citizen-Centred Service for inclusion in their public research database and on their Web site.

Responsibilities & Scope

The Best Practices Research Sub-Committee will:

1. Consult with the Research Committee, PSSDC and PSCIOC membership and the Institute for Citizen-Centred Research about its best practice research work.
2. Once an annual work-plan is established, it will facilitate or conduct the best practice research as outlined in the best practice research work-plan.
3. Examine and assess all documentation and findings available relative to a given best practice research topic.
4. Identify methods of collating and communicating the best practice research so that this material will be of greatest benefit to the Research Committee, PSSDC and PSCIOC membership and the Institute for Citizen Centred Service.
5. Ensure it regularly communicates with the Research Committee on the progress of its annual best practice research work.
6. Identify and disclose any potential gaps or weaknesses in its best practice research so that the users of the research are fully aware of these issues and can adjust their use of the best practice research accordingly.
7. Fully document and popularize its work through web postings, publications, presentations and conferences as appropriate.

Membership and Governance

Membership in the Best Practice Research Sub-Committee will consist of members of the PSSDC-PSCIOC Research Committee as well as other interested public servants, academics or researchers who have direct experience working on best practice research.

The Best Practice Research Sub-Committee will report to the PSSDC-PSCIOC Research Committee which will be responsible for appointing a Chair or Co-Chairs to lead the Sub-Committee.

The Best Practice Sub-Committee Chair(s) shall sit as members of the Research Committee Executive Committee.

Administration

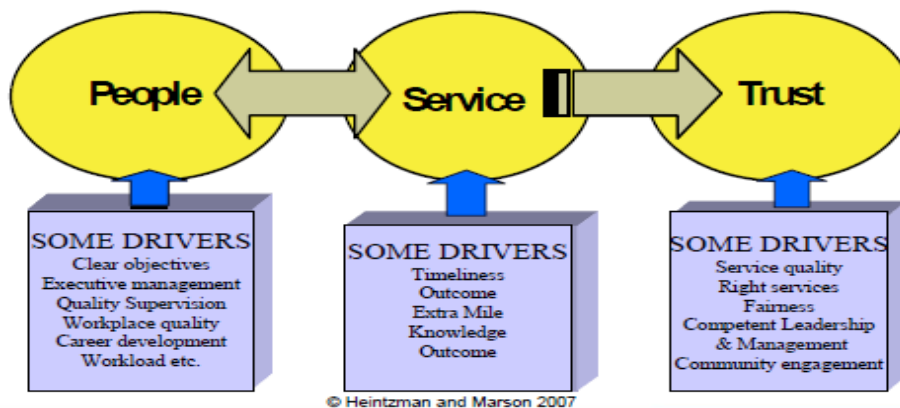
Regular meetings will be scheduled by the Sub-Committee following its inaugural meeting. Agendas will be set by the Chair(s) with input from Sub-Committee members. The ICCS will provide secretariat support to convene the meetings and support the work of the Best Practice Research Sub-Committee.

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PSSDC – PSCIOC Research Committee Public Sector Service Value Chain Sub-Committee (SVC Committee)

February 17, 2011

The Public Sector Service Value Chain (PS-SVC) is an innovative public sector management model (initially conceived by Ralph Heintzman and Brian Marson) that has been gaining increasing traction in Canada and globally. The PS-SVC (depicted below) links Employee Engagement to Client Satisfaction and ultimately to Public Trust and Confidence in government.



Over the past eight years, research studies led by the ICCS, BC Stats (Ministry of Citizens' Services, Province of British Columbia), the Government of Ontario, the Region of Peel, and a working group of the Public Service Commissioners (among others) have identified key drivers of each PS-SVC component and statistically proven that linkages exist between them.

Committee Mandate

The purpose of the PS-SVC Committee is:

1. To prepare and distribute an annual work-plan describing the approach and timelines for the research that will be undertaken in a given year. The work-plan would be approved by the PSSDC/PSCIOC Research Committee and may be amended, with their approval, as necessary throughout the year.
2. To review existing research underpinning the PS-SVC model and to identify what empirical work is required to further evolve our understanding of the model;
3. To examine and make recommendations pertaining to the interrelationships between the three main elements of the model (People, Service, and Trust) and their respective drivers;

4. To specifically examine the Trust component of the Service Value Chain. This is currently the least developed dimension of the PS-SVC, and the one requiring the greatest effort to empirically explore and test the linkage;
5. To suggest possible future research studies and/or approaches that may serve to enhance the PS-SVC model, and its understanding and application by the Canadian and broader Public Sector communities.

Responsibilities & Scope

The PS-SVC Committee will:

1. Examine and assess the research conducted to-date in support of the PS-SVC;
2. Communicate with and learn from public and private sector organizations, individuals and academics who are working either directly with the PS-SVC model and/or with similar models and consider their implications for the PS-SVC;
3. Identify potential gaps in empirical understanding and frame recommendations and approaches to address such gaps;
4. Play an active leadership role in an on-line forum hosted by the ICCS in support of the proposed PS-SVC Community of Practice;
5. Liaise with the ICCS, its Research Standards Board, the members of the broader PSSDC-PSCIOC Research Committee, and other interested parties to ensure that there is widespread knowledge of the Committee's work, findings and recommendations;
6. Document and popularize its work through web postings, publications, presentations and conferences as appropriate.

Membership and Governance

Membership in the Sub-Committee will consist of members of the PSSDC-PSCIOC Research Committee as well as other interested public servants, academics or researchers who have direct experience working with the PS-SVC model or its components.

The PS-SVC Committee will report to the PSSDC-PSCIOC Research Committee which will appoint a Chair or Co-Chairs to lead the Committee.

Administration

Regular meetings will be scheduled by the Committee following its inaugural meeting. Agendas will be set by the Chair(s) with input from Committee members. The ICCS will provide secretariat support to convene the meetings and support the work of the Committee.