

Intergovernmental Client-Centric Services Maturity Model - DRAFT

“The citizen is at the centre of everything”

RESULTS

My expectations on how I access services across governments are considered.

My needs are anticipated across levels of government.

My service needs that cross governments are simple and straightforward.

My needs are resolved at first contact no matter the level of government.

I can access services seamlessly across jurisdictions and channels.

ATTRIBUTES

SERVICES ARE MEETING SOME OF MY EXPECTATIONS

I AM SATISFIED

I AM IMPRESSED BY THE QUALITY OF SERVICE I AM RECEIVING



EASY ACCESS AND ACCESSIBLE

- My in-person services are conveniently located in one location where possible.
- I can choose the channel that suits me the best (e.g. online, in-person, over the phone).
- I can receive accessible services when I ask for them.

- My services are bundled and connected across departments and jurisdictions (e.g. birth bundle, death bundle).
- Accessible services are readily available before I ask.
- I can access a service via one channel and seamlessly finish it via another.

- I can interact with my service providers anywhere, anytime, on any device.
- My service needs are met at the first point of contact.
- All of my issues are resolved at the first point of contact.
- I receive accessible services following universal design standards from all the jurisdictions and channels.



CONSISTENT

- My services are reliable across channels.
- My services adequately meet my expectations regardless of channels.

- I receive consistent information about the services I need across governments and jurisdictions.
- Changes I make at one level of government are reflected across levels of government (e.g. address change).

- The quality of services I receive consistently exceeds my expectations.
- I receive the same high level of service across jurisdictions.
- I receive service that has been tested with important stakeholders to ensure it surpasses service standards.



EFFICIENT

- My information is used within a jurisdiction to make it easier for me to receive related services.
- 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.
- My services are timely and affordable.

- My service providers anticipate my needs based on my life events and suggest appropriate interjurisdictional services (e.g. high school graduate receives nudge to access student loans, bursaries, labour market information, skills training opportunities, etc.).
- My information is shared as appropriate between different levels of government to reduce the need for me to tell it more than once.

- My governments anticipate the services I need and recommend other related services to improve my life.
- Jurisdictions are delivering services together to improve client experiences in an efficient manner.



RESPONSIVE

- My feedback is actively sought.
- The information and feedback I give is used to improve the services I receive.

- My service providers provide opportunities for people like me to co-design the services I need.
- My service providers actively engage people like me to test services before launching to ensure it meets our needs.
- My governments inform me how my feedback improved services I received.

- My service providers use sophisticated methods to continually evaluate and explore better ways of delivering services to me (e.g. advanced data analytics).
- I co-design services with my governments.



INTEGRITY

- I am confident that my governments are delivering services that Canadians need while reducing fraud.

- My governments are working together to ensure benefits are targeting only those who need them.
- My governments are ensuring everyone who should be receiving benefits is targeted.

- My taxes are well spent; jurisdictions are working together to improve services, sharing information to identify fraud, and removing opportunities to commit fraud, thereby improving Canadian confidence in government.



SECURE

- Jurisdictions consistently save and protect my information in all channels.

- I can give my consent to allow jurisdictions to share my information to further improve my services.
- Jurisdictions are using a secure systematic approach to enable me to access services across channels and jurisdictions.

- I have access to secure and seamless online service across service organizations.
- I have a single secure login for all of my online services and I am able to check the status online for all services.



SIMPLE

- My services are delivered in easy to understand, plain language.
- My services are easy to use and process is easy to determine.

- Information I provide is pro-actively used for related services.
- Data entry fields are pre-populated with data that could reside in other jurisdictions.

- My services are simplified using a common look and feel across governments.
- My experience is personalized using my information to meet my unique needs.