

Engaging with PSSDC Members and Others to
Leverage the PSSDC Service Delivery Partnerships Playbook to Advance Partnerships
Key Messages

- The purpose of this [*meeting/agenda item*] is to engage with you [*the other stakeholder*] to advance service delivery partnerships that cross jurisdictions to improve the client experience.
- PSSDC and the FPT DMs' Table on Service Delivery Collaboration have asked that we leverage the Service Partnerships Playbook developed by the Public Sector Service Delivery Council (PSSDC), with the appropriate audiences, within and across jurisdictions, to create awareness and foster collaboration and innovation on service delivery partnerships.
- Canadians' expectations of government are increasing. They expect simple and seamless services regardless of which jurisdiction provides the service. This means working together, given that governments are serving the same clients.
- The Service Partnerships Playbook showcases a range of service delivery partnerships between governments happening across the country to deliver more seamless services to clients.
- The Playbook uses case studies and examples to highlight different types of partnership models including cross-promotion, outreach, co-location and service integration to raise jurisdictions' interest to learn from or build upon the ideas presented to advance partnerships.
- [Explain what PSSDC and FPT DMs' Table are if the stakeholder does not know]
 - The Public Sector Service Delivery Council focuses on major public sector service delivery issues confronting all levels of government in Canada and is comprised of senior officials of service delivery organizations at the federal/provincial/territorial levels of government and senior municipal representatives via the Municipal Service Delivery Organization (MSDO).
 - It supports the FPT DMs' Table on Service Delivery Collaboration, which shares many of the same priorities. These include Identity Management, Services to Business and Data Driven Intelligence.

Engaging with PSSDC Members and Others to
Leverage the PSSDC Service Delivery Partnerships Playbook to Advance Partnerships
Key Messages

- The Playbook is meant to be a resource for different types of public servants, e.g. strategic policy, program policy and operations. It is a resource for our organizations to learn more about potential partnerships and to determine where we might want to partner.
- The areas I would like to cover today are to:
 - Take a look at the Playbook, the examples and case studies in particular, to see which ones resonate and may be worth exploring further with a view to replicating or building upon them.
 - Identify other audiences where the contents of the Playbook may resonate to create awareness and encourage dialogue on partnerships.
 - Set the groundwork for ongoing collaboration to keep the momentum going on partnerships, for example, encouraging the use of GCcollab to keep the Playbook evergreen and relevant by sharing new partnerships, tools, templates and contact information.

[For those that are not familiar with the Playbook, a presentation is provided to walk through the Playbook]