

Stakeholder Engagement Email Template

The purpose of the e-mail template below is for PSSDC members to engage with stakeholders to leverage the Service Partnership Playbook to replicate or scale up on partnerships between governments to improve the client experience.

[illegible]

Dear [Stakeholder]

The FPTM Public Sector Service Delivery Council (PSSDC) has developed a Service Partnerships Playbook (attached) to showcase a range of innovative service partnerships between governments happening across the country. These partnerships aim to improve client experience by delivering more seamless services.

PSSDC and the FPT DMs' Table on Service Delivery Collaboration have asked that we raise awareness of the Service Partnerships Playbook. The Playbook includes case studies, examples and best practices to highlight different types of partnership models, including cross-promotion, outreach, co-location and service integration. It was created to help service partners learn from and build upon the ideas presented. Note that the Playbook will be kept evergreen incorporating future contributions.

If you are interested in exploring the partnership ideas further, a meeting can be arranged with the appropriate contacts.

Thank you,