

A decorative graphic on the left side of the page featuring a complex network of blue and black nodes connected by thin lines, resembling a digital or social network.

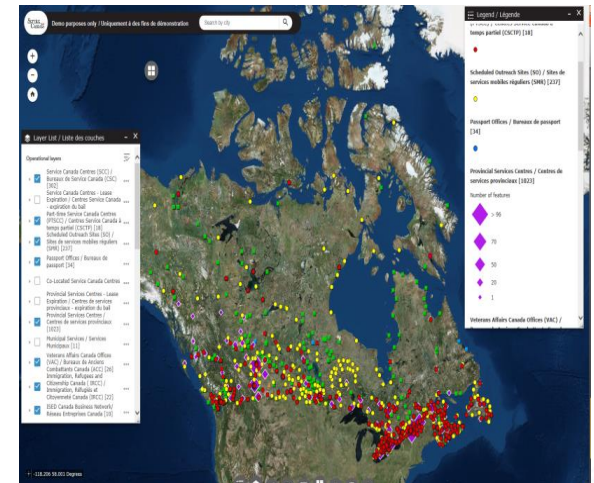
**Draft**

# **Service Network Collaboration**

Public Sector Service Delivery Council  
February 22, 2018  
Toronto, Ontario

# Purpose

- Obtain feedback on a draft Partnerships Guide to help jurisdictions implement different partnership models, e.g. co-location, cross-promotion, outreach, and integrated services.
- Obtain direction on the operationalization of the Pan-Canadian Points of Service Mapping Tool and a public facing Benefits and Service Finder.



# Current Initiatives to Advance SNC

SNC aims to develop the building blocks to deliver more seamless and integrated services to clients.

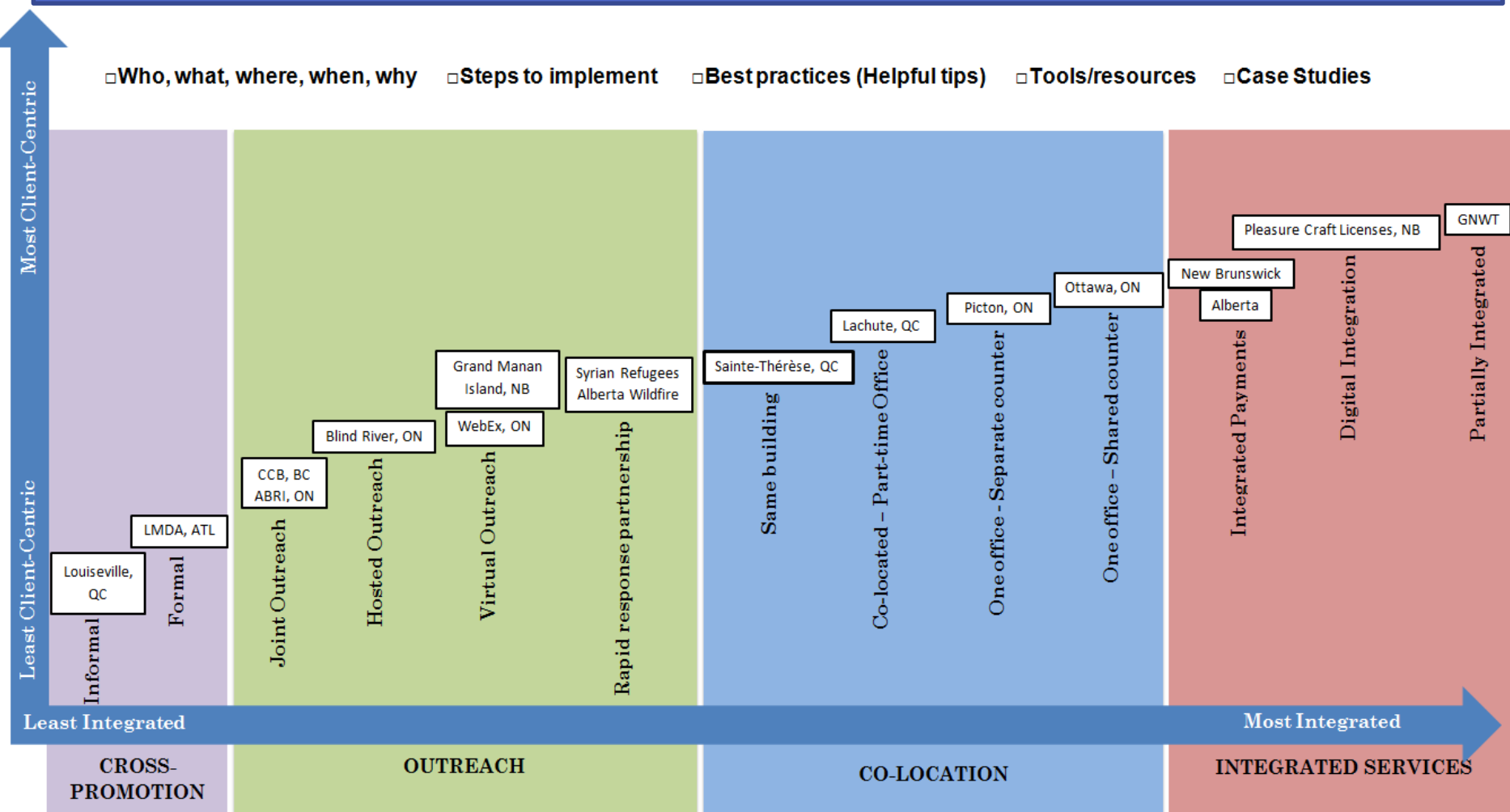
Key initiatives endorsed by the FPT DMs' Table on Service Delivery Collaboration (the DMs' Table) and PSSDC include:

- Exploring future areas for FPTM collaboration to share expertise, resources, and avoid unnecessary duplication.
  - PSSDC held a workshop in Charlottetown (October 2017) identifying many potential areas for collaboration (see Annex A).
  - Leveraging these opportunities will be discussed later today during the agenda item on potential areas for collaboration.
- Developing a Partnerships Guide to help jurisdictions implement different partnership models, e.g. co-location, cross-promotion, outreach, and integrated services.
- Operationalizing the Pan-Canadian Points of Service Mapping Tool and exploring options for a public facing version.



# Partnerships Guide

A draft Partnership Guide captures diverse transformative partnerships already underway, which respond to Canada's evolving diverse needs.



# Transformative Initiatives Underway

## **Insurance Company of British Columbia (ICBC) Autoplan:**

- Partnership between Service BC and the Insurance Corporation of BC enables a full range of ICBC AutoPlan products and services to be available to the public in three isolated northern communities in BC.

## **Aboriginal Birth Registry Initiative (ABRI):**

- ServiceOntario and Service Canada have partnered to provide access to Birth Registration and Birth Certificate information in Northern Ontario communities.
- New parents learn how to request a birth registration package and have a dedicated hotline to determine what medical documentation is required.

## **Grand Manan Island:**

- Service New Brunswick and Service Canada are working to improve access to services in a remote location that is accessible only by charter aircraft or 90 minute ferry crossing.
- The goal of this pilot is to leverage the presence of a service partner to develop a virtual service delivery model. The optimal model remains to be determined but the host site could provide access to GoC systems, documentations and video/audio link to service officers.

# Partnerships Guide: Preliminary Takeaways

Successful partnerships provide a win-win-win value proposition for partners, clients, and employees.

## **Partners – Other Service Organizations:**

- Building trust between community service providers is key to strong partnerships.
- Leveraging others' service delivery networks can expand reach.
- Partnering can allow for cost-efficiencies and economies of scale.

## **Clients – Joint Outreach:**

- Simplifies and increases take-up of benefits and services for Canadians including vulnerable populations.
- Provides more bundled services to improve client convenience.
- Improves responsiveness to clients in crisis, e.g. joint rapid response.

## **Employees – Co-location:**

- Personnel safety is improved in remote areas with more agents on site.
- Employee satisfaction increased when working/office conditions are similar.
- Shared spaces encourage employee collaboration and improved services.

# Overview of Draft Partnership Guide

<https://gccollab.ca/groups/profile/349786/fptm-service-delivery-partnerships-playbook-supported-by-pssdc-open-to-all>

# Points of Service Mapping Tool: Prototype

- Following the October 2017 meeting:
  - The Mapping Tool was shared with members to validate and confirm requirements.
  - Members were asked to refresh their data and provide some new data elements.
- The DMs' Table and PSSDC are supportive of further developing of the Points of Service Mapping Tool.
- The current prototype is a good interim tool. It can allow jurisdictions to become familiar with its capabilities, applications, and to further refine improvements before moving to the production/development stage.
- Jurisdictions' support and participation is needed to:
  - Implement a more formal and automated approach to gather the data and update the Tool.
  - More communication and outreach is needed within jurisdictions and federal partners to put the Tool in the hands of users to help make the business case for a more sophisticated version.



# Points of Service Mapping Tool: Public Facing

- In Charlottetown, PSSDC Members supported the exploration of a public facing Benefits and Service Finder.
- In January, the FPT DMs' Table also supported the idea. They challenged jurisdictions to share as much data as possible using open data channels, while continuing to nudge clients to the digital channel.
- Several jurisdictions and municipalities already have or are developing their own Tool, focused on their programs and services with variations in sophistication; however, they are organization specific.
- Leveraging existing applications provides a good starting point. Early collaboration on a common Benefits and Service Finder could save resources in the longer term.
- A number of potential options and platforms are being considered e.g. ICCS procurement, Federal Geospatial Platform, Canadian Digital Services, existing jurisdictional platforms, hackathon (Annex A).
  - Early analysis suggests that a partnership with the private sector could help develop this app more quickly.

# **Demo of Public-Facing App Concept**

## **Pre-Alpha Version**

# Next Steps

## **Partnerships Guide:**

- Validate the guide with PSSDC members and present it to the FPT DMs' Table (May 2018).
- Showcase the guide at the next FPT DMs Table's update to the FPT Clerks and Cabinet Secretaries.

## **Points of Service Mapping Tool:**

- Deploy the prototype with updated information to the end users.

## **Public Facing Benefits and Service Finder:**

- Create a task team with interested service partners.
- Identify client needs building on jurisdictions experience in establishing their own service finders.
- Explore funding options to develop a beta version.

# Public Facing App Options

Platform	Pros	Cons
<b>Hackathon/ Crowdsourcing /Open Source</b>	<ul style="list-style-type: none"> <li>• Crowdsourcing would allow a client-centric approach to gathering requirements</li> <li>• Could be less costly</li> <li>• Broader perspective beyond a service lens</li> </ul>	<ul style="list-style-type: none"> <li>• Hackathons are not usually done for when similar applications already exist e.g. ServiceOntario Service Finder</li> <li>• Hackathons take time and resources</li> <li>• Jurisdictions need to be comfortable sharing data</li> <li>• Ownership of the tool lies on the public domain</li> </ul>
<b>ICCS Procurement (recommended)</b>	<ul style="list-style-type: none"> <li>• Upfront one time cost to develop/host a prototype</li> <li>• Can acquire the right technical expertise to develop a prototype quickly following an agile approach</li> <li>• More software choices permits advanced customization and flexibility</li> </ul>	<ul style="list-style-type: none"> <li>• Longer-term ongoing costs for PSSDC for hosting and maintenance of the application</li> <li>• May be difficult to bring in-house or switch vendors down the road</li> </ul>
<b>Open Maps – Federal Geospatial Platform</b>	<ul style="list-style-type: none"> <li>• Proven platform for geo-mapping using recognized standards and open data</li> <li>• Expertise in creating public facing maps</li> <li>• Moving to a pan-Canadian platform that includes PT data</li> </ul>	<ul style="list-style-type: none"> <li>• Not a service finder/app builder.</li> <li>• Not quite ready to accept PT data yet</li> <li>• Not a proven platform for our potentially unique needs</li> </ul>
<b>Canadian Digital Service</b>	<ul style="list-style-type: none"> <li>• Looking for a project similar to a pan-Canadian points of service finder</li> <li>• An agile organization using the latest tools and development methods</li> <li>• Not restricted by government rules and bureaucracy</li> </ul>	<ul style="list-style-type: none"> <li>• Not able to work with proprietary software e.g. geomapping</li> <li>• Develops applications in the public domain requiring members support</li> </ul>
<b>Jurisdictional Option (e.g. ServiceOntario, ESDC)</b>	<ul style="list-style-type: none"> <li>• Could reuse existing software and expertise speeding up development</li> </ul>	<ul style="list-style-type: none"> <li>• Would require significant amount of time and resources from one organization</li> </ul>