

PSSDC Information-Sharing Template – February 2018

Information Sharing was prepared for the PSSDC Meeting of February 2018 and not to be shared outside of the Council

JURISDICTION: British Columbia		Contact
1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	BC Services Card <ul style="list-style-type: none"> The Program is close to completing the initial five-year roll-out of the BC Services Card. Current projections show that we will have issued BC Services Cards to approximately 90% of the BC population. Recent focus has been on non-drivers, children under 19 years of age and individuals aged 75 and older. As of November 30, 2017, 5.6M Cards have been issued, with 4.3M residents holding a BC Services Card. The variance between number of cards issued and number of cardholders is due to multiple Cards issued to citizens for lost, stolen, replacement, damage, name changes, etc. The following onboarding opportunities, which will enable program areas to use on-line authentication, are underway: <ul style="list-style-type: none"> Ministry of Finance - Biller Direct Ministry of Education - Student Transcripts Service Ministry of Citizens' Services – BC Biometrics Service, to be used by Ministry of Public Safety and Solicitor General for the Okanagan Correctional Centre Ministry of Advanced Education, Skills and Training – StudentAid BC Natural Resource Sector - Online Services Portal A new mobile app has been developed for iOS and Android that can represent a BC Services Card and be used for online authentication. 	Sophia Howse Executive Director, Provincial IDIM Program, Service BC Division Ministry of Citizens' Services 250-213-7855 Sophia.Howse@gov.bc.ca
<u>Accomplishments</u>	Contact Centre Initial transition of the Contact Centre to the new vendor was completed one week earlier than originally scheduled, and cutover from the previous vendor to the new vendor was successfully completed. On Monday June 26, 2017 at 7:30am the new Contact Centre launched go-live operations, with all services enabled. The Stabilization period from July 1, 2017 to September 30, 2017 was successfully completed. No critical defects were discovered during the transition period and none arose during the Stabilization period. Enhancements made to the contact centre include: <ul style="list-style-type: none"> Expansion of scope from information and referral services to transactional 	Peggy Duncan A/Director, Contact Centres Service BC Division Ministry of Citizens' Services 778.698.2060 peggy.duncan@gov.bc.ca

	<p>services.</p> <ul style="list-style-type: none"> • Increase in the operational capacity by 30% allowing the new service provider to increase their time interacting with the citizen, and increasing the value of each interaction. • Modern contact centre platform featuring high system reliability, automatic call backs, text messaging, chat, and video chat. • Citizen-centric model with a focus on engagement, citizen satisfaction, quality assurance and continuous improvement. • Consolidation opportunity across government to improve the citizen journey by streamlining services provided through a single point of contact. Currently working with two ministries to onboard our new transactional service model. 	
<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Evolve Identity Management and Digital Identity Solutions</p> <ul style="list-style-type: none"> • Conduct policy analysis and research on gender designation on the BC Services Card and determining how we can best serve British Columbians in how we collect, use and disclose personal information such as gender • Continue working with BC Services Card Program partners – the Ministry of Health and ICBC – to complete card issuance to all eligible BC residents by February 2018. • Transition from BCSC as a project to BCSC as a Program • Continue to work with government and broader public sector clients regarding potential opportunities to expand use of the BC Services Card • Continue to work on a mobile app enhancements to make it easier to use the Card online • Continue to co-lead the Pan Canadian Identity Management key priority for Joint Council • Continue to be an active contributor to the Pan-Canadian Identity Trust Framework work • Death Notification: Analysis work continues on how to use the BC Services Card to improve the experience for next of kin submitting and organizations receiving death notifications • Explore how to integrate with evolving digital ID solutions in the marketplace • Continue to support a consistent and quality user experience by providing the underlying tools for citizens and businesses to access government services on a digital platform. For example, a corporate service where a business owner would have a single point of access for its major business transactions with government. 	<p>Sophia Howse Executive Director, Provincial IDIM Program, Service BC Division Ministry of Citizens' Services 250-213-7855 Sophia.Howse@gov.bc.ca</p>

<p><u>Priorities</u></p>	<p>Service Framework</p> <p>Service BC Division has created and is implementing an organization-wide Service Framework designed to focus our attention on our goal of delivering a best-in-class service experience. Our service offerings continue to evolve to include more complex services; the Framework will guide our practice of service, and our organizational design and development to support that work.</p> <p>The framework sets out strategic and operational tasks we will undertake over the next 18 months. Some of these tasks include development of common processes and functions to ensure work across all areas is consistent, standardized where possible, and informed by best practices. A second equally key component is professionalizing our practice of service and part of accomplishing that will be to ensure 100% of our staff have taken either CSP or CSM training.</p>	<p>Ron Hinshaw Executive Director Service Delivery Branch Service BC Division Ministry of Citizens' Services 250-356-2031 Ron.Hinshaw@gov.bc.ca</p>
<p><u>Priorities</u></p>	<p>Contact Centre</p> <p>In December 2016, Service BC completed a procurement process to replace the current Service BC Contact Centre service. The procurement provided the opportunity to modernize the contact centre solution which will enable the Province to grow and enhance citizens' services.</p> <p>Onboarding of additional government programs to the Contact Centre continues to be a priority for Service BC. The BC Services Card helpdesk and One Stop helpdesk have already come on board. Two contact centres (two Divisions in the Ministry of Finance) are currently in the process of onboarding. Expansion of scope from information and referral services continues to occur, aiming to increase to transactional services for citizens available over the telephone.</p> <p>Enhancements to the citizen experience via channel expansion are also taking place in order to meet evolving citizens' expectations. The Service BC Contact Centre is working on expanding the suite of channels used for service delivery:</p> <ul style="list-style-type: none"> • A successful proof of concept for video chat to verify citizens' identity via this channel completed in January 2018. This project was done in collaboration with MAXIMUS Canada and the BC Services Card team. The next phase of this project will be to assess the feasibility and affordability, as well as the implementation, of a pilot project. • During the proof of concept, additional technologies were tested including co-browsing and web chat, to assist citizens in accessing digital services. The citizen can share their screen and give the contact centre agent the 	<p>Peggy Duncan A/Director, Contact Centres Service BC Division Ministry of Citizens' Services 778.698.2060 peggy.duncan@gov.bc.ca</p>

	<p>ability to see where they are having system issues, trouble filling out a form, not knowing where to go or where to start a request etc. Service BC will continue to explore opportunities to onboard government programs to this technology as applicable, through the contact centre consolidation.</p> <ul style="list-style-type: none"> • Soft launch of SMS Text took place when our new vendor began operations on June 26, 2017. Citizens receive a follow-up text message after interacting with the contact centre agents, containing non-personal information discussed during their interaction such as phone numbers, websites, etc. Service BC is currently working on a roll out plan to fully take advantage of the SMS Text capabilities. 	
<p>3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? (This information will help in agenda planning for future meetings.)</p>	<p>Customer Flow Management System</p> <ul style="list-style-type: none"> • Service BC has tried different queue management and analytics system. Some of them were cost prohibitive to implement in all locations; others did not possess the needed functionality. • Service BC embarked on an experiment to develop our own queue management and analytics program using available open source code. • This has been very successful process for us and we are currently piloting the program in 4 of our face-to-face centres. • We are near a decision on implementation to all our centres. <p>Some of the features of our queue management and analytics system include:</p> <ul style="list-style-type: none"> • Agile methodology; updates and changes made based on user feedback are able to be made in the moment to improve user experience. • Customization for Service BC to allow for queue management of the office as well as detailed analytics about all our services. • Dashboards, that provide at-a-glance, a view of the office including the number of citizens waiting, current staffing levels, number of transactions completed, and average transaction time. All metrics can be consumed at an aggregate level, or at the office level depending on the role assigned. 	<p>Adriana Poveda Director, Strategic Initiatives Adriana.Poveda@gov.bc.ca</p>
<p>4. <u>Issues and Needs:</u></p>		