



Service Network Collaboration

Public Sector Service Delivery Council
September 27, 2018
Whitehorse, Yukon

Purpose

- Provide an update on Points of Service Mapping.
- Seek approval of the Service Partnerships Playbook Engagement Strategy.
- Seek approval of the Service Network Collaboration (SNC) Terms of Reference and Workplan.

Mandate

- Assists FPT governments and municipalities to deliver more seamless and integrated services to their clients by leveraging each other's service delivery networks with a focus on the following three channels:

➤ In-person



➤ Digital

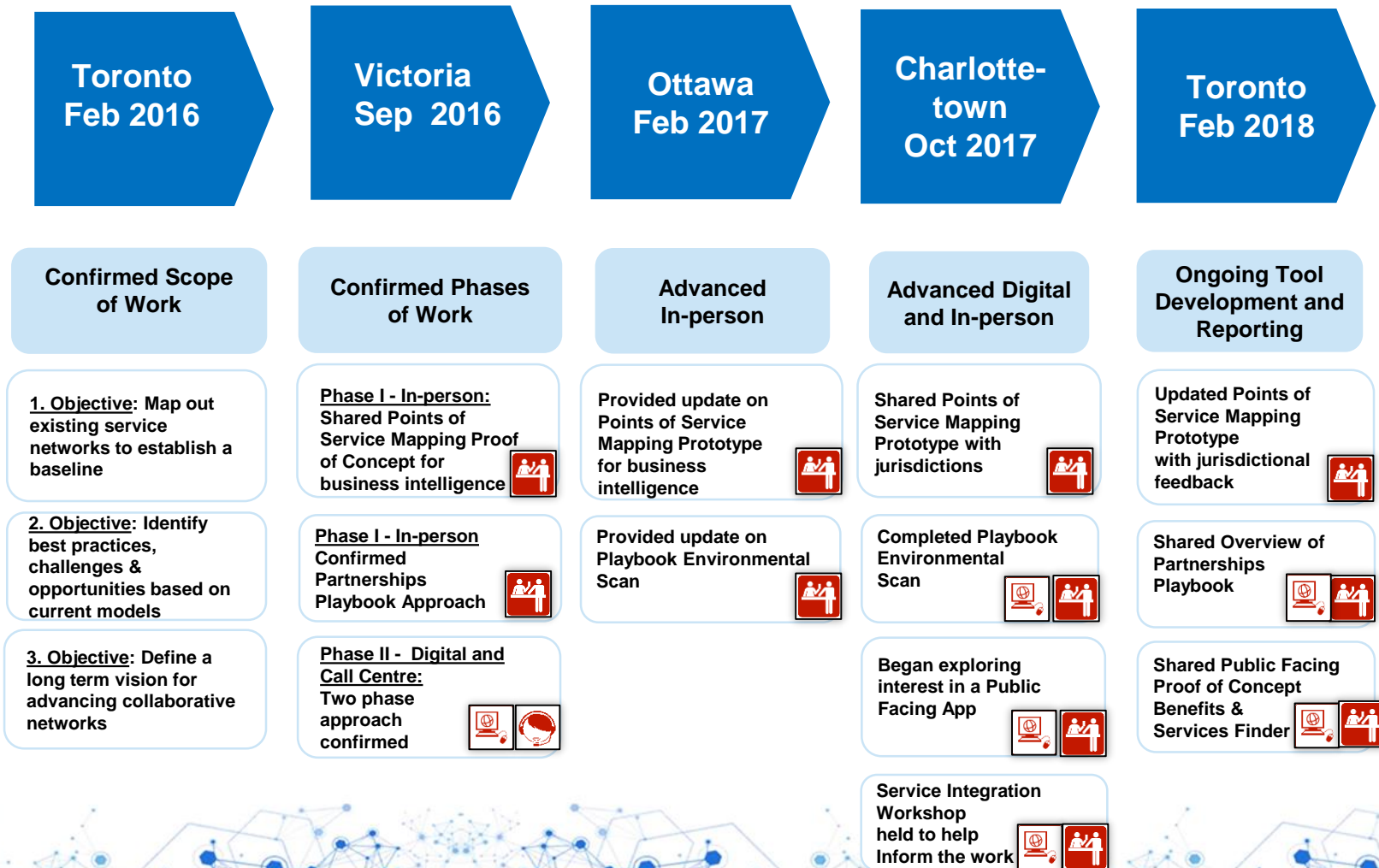


➤ Call Centre



- Provides tools and resources to support opportunities for greater interjurisdictional collaboration.
- Membership: NB, ESDC, ON, BC, NS, NWT, MSDO, MISA

Background



Service Partnerships Playbook Engagement Strategy



- The Playbook is a resource for our organizations to learn more about potential partnerships and to determine where we might want to partner.
- The engagement strategy seeks to:
 - Disseminate the Service Partnerships Playbook to the most appropriate audiences for maximum impact within jurisdictions and municipalities, as identified by PSSDC members.
 - Facilitate ongoing collaboration on service partnerships by providing access to partnering networks and promoting the use of GCcollab to maintain momentum and keep the Playbook evergreen.
- Anticipated Results:
 - Increase awareness of existing service delivery partnerships with a view to replicating and scaling-up.
 - Accelerate implementation of partnerships by various stakeholders, given best practices, examples, case studies, and contact information provided in the Playbook.

Avenues for Promoting the Playbook



- **PSSDC**

- Members are requested to:
 - Engage with the stakeholders in their organizations who can leverage the Playbook with a view to replicating or scaling up on partnerships.
 - Share the Playbook through relevant internal government service websites or publications to create awareness.
 - Report back to PSSDC on the results of their engagement.
- Tools have been developed to support this engagement such as key messages and a presentation.

- **Other Service Tables**

- Endorsed by FPT DMs' Table on Service Delivery collaboration on May 24, 2018 and Clerks and Cabinet Secretaries on July 18, 2018.
- Promoted federally through an ADM Government of Canada committee on service.
- Planned: Sharing with MSDO at an upcoming meeting.

- **Websites and Publications**

- An article is being developed for the Canadian Government Executive Magazine.

***Are there other opportunities to promote the Playbook to foster service partnerships?
Do members approve the Playbook engagement strategy?***

Points of Service Mapping Prototype: Business Intelligence



- The current prototype provides a lot of useful information including socio demographic data to inform decisions around partnerships and improving the delivery of services to clients.
- However, more communication and outreach is needed with jurisdictions and federal partners to confirm what data and functionality is required by end users in a minimal viable product, given the existing tool's limitations around scalability and the ability to customize.
- Jurisdictions' support and participation is needed to:
 - Engage with end users to develop a minimal viable product and support the business case for a more sophisticated tool if required.
 - Augment the data so that it is comprehensive in supporting decisions,
 - Implement a more formal, structured and simple approach to gather data, including using open data.
- Using a client-centric approach, the SNC working group is exploring with an interested jurisdiction to implement a pilot focusing on operationalizing the prototype (developing a minimal viable product) that can be easily modified, replicated and scaled up.
- A few successful pilots could lead to the critical mass of users to make the business case for further improvements and investments in the tool.

Points of Service Mapping: Public Facing Benefits and Services Finder



- Several jurisdictions and municipalities already have or are developing their own tool.
- In January 2018, the FPT DMs' Table supported the idea of a public facing benefits and service finder. They challenged jurisdictions to share as much data as possible using open data channels, while continuing to nudge clients to the digital channel.
- In February 2018, PSSDC asked that a process be developed to seek client views on a their main pain points before developing a solution.
- Rather than focusing on a one solution fits all approach, the working group is exploring how to encourage jurisdictions, that have not already done so, to make their points of service data open so it can be leveraged by existing public facing solutions and support new innovative solutions.
- Considering open practices like crowdsourcing could help inform client views.
- The working group is looking to work with an interested jurisdiction to leverage their existing public facing solution to incorporate points of service data from another level of government.

Next Steps

- **Service Partnerships Playbook**

- Implement engagement strategy to foster partnerships.

- **Points of Service Mapping**

- Business Intelligence

- Pilot with an interested jurisdiction to develop a minimal viable product.
- Continue to enhance the tool, i.e. add call centres, employment centres and other points of service attributes, including services, to support decisions.
- Explore making points of service data open to support data refreshing.

- Public Facing

- Explore making points of service data open to facilitate jurisdictional access in order to build upon existing solutions and encourage new innovative solutions.
- Work with an interested jurisdiction to leverage their existing public facing solution to incorporate points of service data from another level of government.

- **Call Centres**

- Confirm interest and value in an exercise on call centres and if so, where to focus efforts.

Do members approve the Terms of Reference and Workplan?

