

Service Network Collaboration (SNC) Working Group

Co-Chairs: Service New Brunswick, Rob Horwood and ESDC, Cheryl Meek

WORK PLAN: SNC Working Group

ACTIVITY 1						
Objective: Service Delivery Partnerships Playbook to foster improvements to the client experience through partnerships					Priority: <i>High</i>	
DESCRIPTION / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	NOTES
Develop and implement Engagement Strategy to foster replication and innovation in service delivery partnerships	SNC Working Group	April 2018	Feb 2019	<ul style="list-style-type: none"> SNC Working Group and PSSDC Members to implement engagement strategy 	<ul style="list-style-type: none"> Engagement Strategy and supporting materials PSSDC member engagement with partnering stakeholders to leverage the Playbook to advance partnerships Presentation at MSDO conference October 2018 Canadian Executive Magazine article fall 2018 Members report back to PSSDC on engagement results Feb 2019 	

Keep the Playbook evergreen to maintain momentum in advancing Partnerships	SNC Working Group	June 2018	Ongoing	<ul style="list-style-type: none"> • ESDC to maintain Playbook and GCcollab site • SNC Working Group and PSSDC members to provide updates 	<ul style="list-style-type: none"> • Maintain contact, tool and partnership information when updates are provided • Highlight new information on innovative partnerships at in-person meetings • Update case studies and add new case studies (ongoing) 	
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ACTIVITY 2

Objective: Points of Service Mapping Tool - Business Intelligence to support decisions around potential partnerships and service delivery improvements for clients

Priority: *High*

DESCRIPTION / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	NOTES
Operationalize the Internal Points of Service Mapping Tool	SNC Working Group	2016	Ongoing	<ul style="list-style-type: none"> • SNC Working Group • PSSDC member interested in piloting the tool • ESDC Geomapping team which supports the tool 	<ul style="list-style-type: none"> • Pilot the tool with an interested jurisdiction (end users) to confirm business value and develop a minimal viable product for operation • If business value confirmed, replicate and scale up through pilots with other 	

					interested jurisdictions to support further improvements and investments in the tool.	
Continue to maintain and enhance the Internal Points of Service Mapping Tool to improve support business decisions	SNC Working Group	2016	Ongoing	<ul style="list-style-type: none"> SNC Working Group and PSSDC to provide feedback on enhancements and provide data ESDC Geomapping team which supports the tool 	<ul style="list-style-type: none"> Add services Add employment centres Add municipalities Add call centres Add other useful service attributes and socio - demographic information 	
Encourage jurisdictions to make their points of service data open to support data refreshing	SNC Working Group	2018	TBC	<ul style="list-style-type: none"> SNC Working Group PSSDC Open Data Working Group PSSDC 	<ul style="list-style-type: none"> Engage with the Open Data Working Group to facilitate a process 	

ACTIVITY 3

Objective: Points of Service Mapping Tool – Public Facing Application to provide more seamless and integrated services to clients

Priority: *High*

DESCRIPTIONS / ACTION	LEADS	START DATE	DUE DATE	RESOURCES REQUIRED (staff, funding, etc.)	DELIVERABLES	NOTES
Support more seamless integrated services to clients by leveraging existing public facing and open data solutions	SNC Working Group	2018	TBC	<ul style="list-style-type: none"> SNC Working Group PSSDC Open Data Working Group Federal Geospatial Platform PSSDC 	Engage with an interested jurisdiction to leverage open data from another level of government to	

					enhance their public facing tool to support more seamless services to clients	
ACTIVITY 4						
Objective: FPTM Call Centers – Confirm interest and value in an exercise on call centres and if so, where to focus efforts					Priority: <i>Medium</i>	
Confirm interest and value in an exercise on call centres and if so, where to focus efforts	SNC Working Group	Fall 2018	TBC	<ul style="list-style-type: none">• SNC Working Group• PSSDC	Confirm interest and value in an exercise on call centres and if so, where to focus efforts	