

# Service Network Collaboration Working Group

## Terms of Reference

---

### Background/Overview

The objective of the Service Network Collaboration (SNC) Working Group is to improve the client experience by leveraging each other's service delivery network strengths and maximizing their efficiencies.

At the **February 2016** in-person meeting, the Public Sector Service Delivery Council (PSSDC) agreed that as a first step for this initiative, work should be undertaken to:

- a) Map out in-person service collaboration that currently exists;
- b) Identify best practices, challenges, & opportunities based on current models; and
- c) Define a long term vision for advancing collaborative networks.

PSSDC asked that the working group complete an environmental scan on existing collaborative networks initially focusing on in-person (**Phase 1**) followed by telephone/call centre and online channels (**Phase 2**) and to look at potential solutions.

The working group shared an enhanced internal Points of Service Mapping prototype of in-person locations, now including sociodemographic data, with jurisdictions in **November 2017**. The purpose of the Points of Service Mapping tool is to provide business intelligence on potential partnerships to improve the client experience. It provides a baseline of in-person points of service from across Canada (federal, provincial, territorial and municipal (FPTM)), geographical information, such as road networks and distances between points of service, and socio-demographic information to help inform partnering decisions and improvements to service delivery.

In **fall of 2017**, the concept of a public facing application was shared with PSSDC members. In January 2018, the FPT DMs' Table on Service Delivery Collaboration supported the idea of a public facing benefits and services finder. They challenged jurisdictions to share as much data as possible using open data channels, while continuing to nudge clients to the digital channel.

At the **February 2018** PSSDC in-person meeting, discussions were held on developing a pan-Canadian public facing service finder with a mapping component. PSSDC asked that the co-chairs develop a process to seek client views on clients' main pain points before developing a solution. For the internal Points of Service Mapping tool for business intelligence, PSSDC confirmed it should continue to be updated and maintained while searching for a long-term solution. Next steps involve piloting the prototype with an interested jurisdiction to develop a minimal viable product for operation and exploring the use of open data.

A Service Delivery Partnerships Playbook (**spring 2018**) has been developed to highlight existing innovative service partnerships (cross-promotion, outreach, colocation and service integration) between governments happening across Canada to improve the client experience through more seamless and integrated services. Jurisdictions are being encouraged to leverage the Playbook, which will be kept evergreen, to replicate or build upon these partnerships.

---

### Mandate/Scope

To Assist 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 and Call Centre.
<b>Responsibilities</b>	<ul style="list-style-type: none"> <li>• Develop tools and resources to support the mandate.</li> <li>• Develop and advance a work plan of activities/projects with deliverables and timelines, in support of the Joint Councils Logic Model and Client-Centric Services priority</li> <li>• Provide regular updates to PSSDC</li> <li>• Support effective collaboration across and within participating jurisdictions and the Councils</li> </ul>
<b>Membership</b>	<ul style="list-style-type: none"> <li>• <b>Federal:</b> ESDC/Service Canada,</li> <li>• <b>Provincial/Territorial:</b> New Brunswick, Ontario, Nova Scotia, British Columbia, Northwest Territories</li> <li>• <b>Municipal:</b> Municipal Service Delivery Officials, Municipal Information Systems Association</li> </ul>
<b>Co-Chairs</b>	<ul style="list-style-type: none"> <li>• The SNC working group shall be co-chaired by Service New Brunswick and ESDC/Service Canada</li> <li>• The Co-Chairs are responsible for: <ul style="list-style-type: none"> <li>○ Providing strategic leadership for the SNC initiative ensuring linkages to the Joint Councils agenda and logic model</li> <li>○ Maintaining the Terms of Reference and Workplan</li> <li>○ Ensuring balanced FPTM representation on the working group</li> <li>○ Setting meeting agendas and material, and chairing meetings.</li> <li>○ Reporting regularly to PSSDC</li> </ul> </li> </ul>
<b>Reporting</b>	<ul style="list-style-type: none"> <li>• The SNC working group reports to PSSDC</li> </ul>
<b>Decision Making</b>	<ul style="list-style-type: none"> <li>• The SNC working group makes recommendations to PSSDC who in turn will make final decisions on activities/work plan</li> <li>• Decisions of the SNC working group will be based on a principled approach to advance initiatives in a collaborative and/or bilateral basis</li> </ul>
<b>Frequency of Meetings</b>	<ul style="list-style-type: none"> <li>• Meetings will be held as required, at the call of the Co-Chairs, through the use of teleconferencing.</li> </ul>
<b>Funding</b>	<ul style="list-style-type: none"> <li>• Funding for SNC working group activities will fall under PSSDC current funding arrangements and approvals. A funding form must be filled out and submitted to the PSSDC (via the ICCS Secretariat) along with a Scope of Work. Members of the PSSDC must review and approve funding requests.</li> <li>• Members will be responsible for the costs of travel, meals and accommodations incurred in relation to SNC working group activities unless funding for this has been approved by the Councils.</li> </ul>