



Government
of Canada

Gouvernement
du Canada

Canada

Forward Thinking on Service

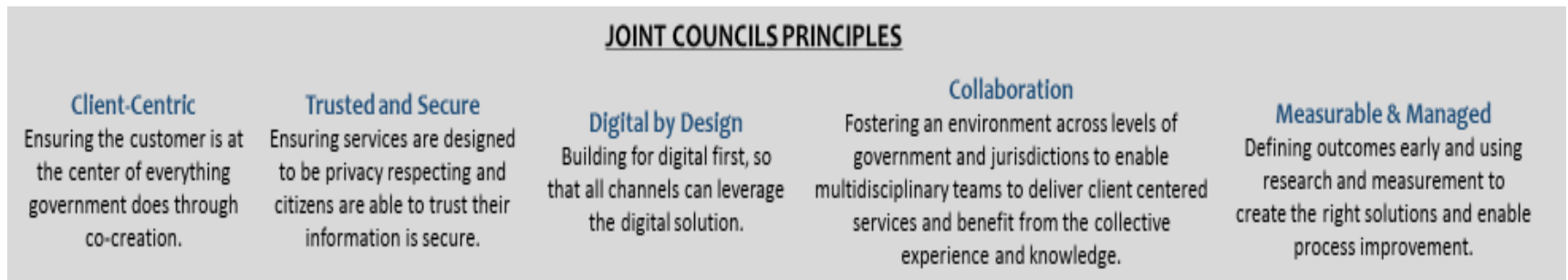
- For Discussion
- February 28, 2019

Objective

Solicit your viewpoint on key considerations for the future of Government of Canada service delivery.

The current context

The Joint Councils have identified principles to achieve their vision of World Class Public Services:



The Government of Canada Service Strategy sets out three key objectives driving results:

Client-Driven Design and Delivery, Across All Channels



1. *Services are designed and delivered in a way that meets client needs and preferences*

Easy Online Services



2. *An online experience so easy, users choose the digital channel*

Seamless Delivery



3. *Services are connected to offer a "tell us once" experience*

Opportunities to meet emerging service needs and expectations

	POLICY IMPLEMENTATION	CLIENT EXPERIENCE	REACHING CANADIANS	RULES FRAMEWORK	PARTNERSHIPS
WHY IS THIS IMPORTANT?	Ensuring service is considered during policy development enables stronger policy outcomes.	Designing services that reflect client needs and optimize the client experience can increase effectiveness in achieving policy goals and can maximize human, financial, and technical resources.	Evidence shows that not all clients (individuals and businesses) can access the benefits and services to which they are entitled.	Clients expect simple, seamless access to government services, available on platforms and devices they already use, without having to provide the same information multiple times while ensuring their privacy is protected.	There is evidence that these new partnership-based models can improve service delivery (e.g., access, timeliness, responsiveness, flexibility, cost, customization, reach, etc.) and strengthen impact on users.
CURRENT-STATE CHALLENGES	Client experiences and service insights are not fully integrated into designing policies, programs, and services to maximize policy outcomes.	Efforts to improve client experience are not keeping pace with leaders in the private sector and other governments. Client experiences are inconsistently considered and improved across government programs, services, and processes.	Government service design and delivery can create unintended barriers for individuals. When service delivery misses segments of society, it is often the vulnerable or disadvantaged that disproportionately are excluded.	What kind of rules framework needs to be established to enable simple and client centric services to Canadians, including the ability for clients to “tell us once” and the delivery of more online end to end services?	PTM partners, the private sector, and communities offer possible alternative ways to efficiently and effectively respond to the needs of Canadians. However, creating and maintaining effective partnerships can be challenging from the point of view of timelines to develop agreements and data sharing.

Questions for discussion

Do the themes and challenges miss any major service delivery strategic considerations?

What are your jurisdictions setting out as strategic priorities? Are our service agendas aligning?

Do you have existing or emerging approaches in your jurisdiction that the Government of Canada should be considering?

Are there unexplored areas for federal, provincial/territorial and municipal governments to collaborate more effectively to meet client (individual and business) needs?