

## **PSSDC Information-Sharing Template – January 2019**

*Information Sharing is collected for the purpose of the PSSDC Meeting of February 2019.*

*Information contained in this document cannot be shared without the approval of the member jurisdiction (author).*

<b>JURISDICTION:</b>	<b>Contact</b>
<p><b>1. Accomplishments:</b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@canada.ca</p>
<p><b>2. Priorities:</b> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@canada.ca</p>

	<ul style="list-style-type: none"> <li>• Undertake a strategic review of the Treatment Benefits Program services and benefits to transform the Program's delivery.</li> <li>• Expand online services consistent with the Government's Policy on Service and Digital First Strategy, focusing on the new benefits implemented through various budget commitments.</li> </ul>	
<b>3. <u>Showcase/Sharing:</u></b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing</b> in their own jurisdiction? <i>(This information will help in agenda planning for future meetings.)</i>	At the Code for Canada Showcase 2018, the digital transformation work undertaken at VAC was profiled. The press release and video can be viewed at " <a href="#">Change is Possible.</a> "	Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@canada.ca
<b>4. <u>Issues and Needs:</u></b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.	VAC is interested in learning from other Council members on their experiences with an increased focus on digital delivery and the impact on workplace culture.	Libby Douglas Director General Service Delivery Program Management Veterans Affairs Canada Government of Canada Tel: (902) 566-8808 BB: (902) 314-8897 Elizabeth.Douglas@canada.ca