

Service Design

Guiding Questions for Discussion

- What initiatives has your jurisdiction co-designed or is co-designing with other jurisdictions to deliver a seamless comprehensive service experience?
 - What positive client experience attributes are these initiatives enhancing. e.g., simplicity, ease of access, efficiency, consistency, responsiveness, accessibility?
 - What service design methodologies, approaches, or best practices in your jurisdictions have contributed to positive client feedback for implemented services?
 - Which of these well designed services or design approaches could potentially be scaled up or replicated in other jurisdictions?
- If PSSDC were to focus on addressing one service design challenge or to better design a complementary service, what would that be and for which service delivery channels?