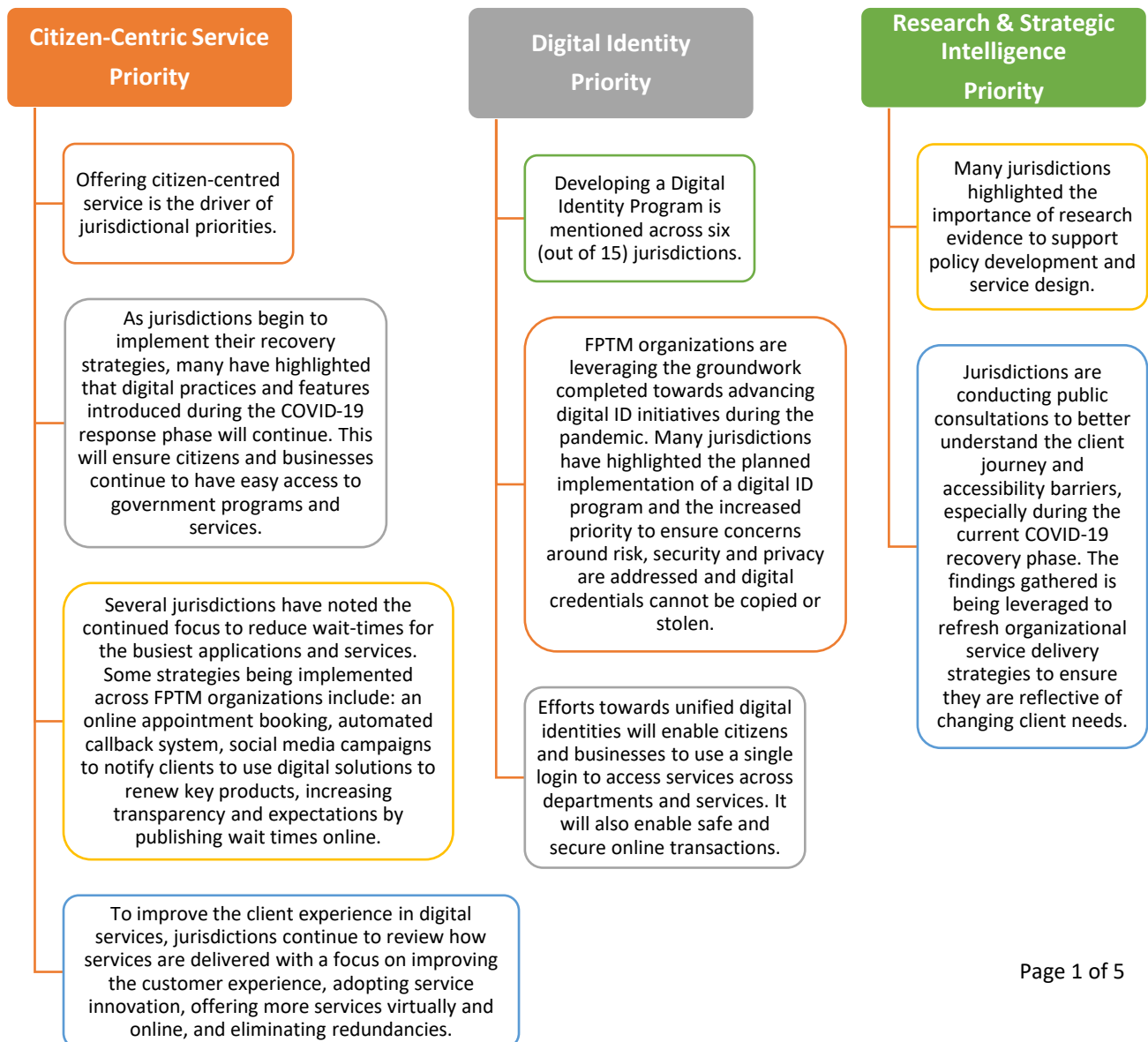


PSSDC Information Sharing Analysis

October 2021

Current FPTM Jurisdictional Priorities:

- Most service delivery priorities noted in the PSSDC information sharing documents align with the priorities of the Joint Councils noted below.
- Citizen-Centric services was the most reported service delivery priority across all governments. The COVID-19 pandemic continues to place greater emphasis on the need to better understand and improve the experiences of citizens. Jurisdictions aim to make public sector services more accessible, easier to deal with, and more responsive to individuals and communities.
- FPTM organizations are no longer struggling to absorb the shock generated by the COVID-19 pandemic. Based on ongoing progress of vaccination rates and improvements of key public health and health care indicators, governments are turning their focus towards recovery and re-opening measures. FPTM organizations are focusing on the following service delivery areas in the current recovery phase.



Showcasing Jurisdictional Accomplishments:

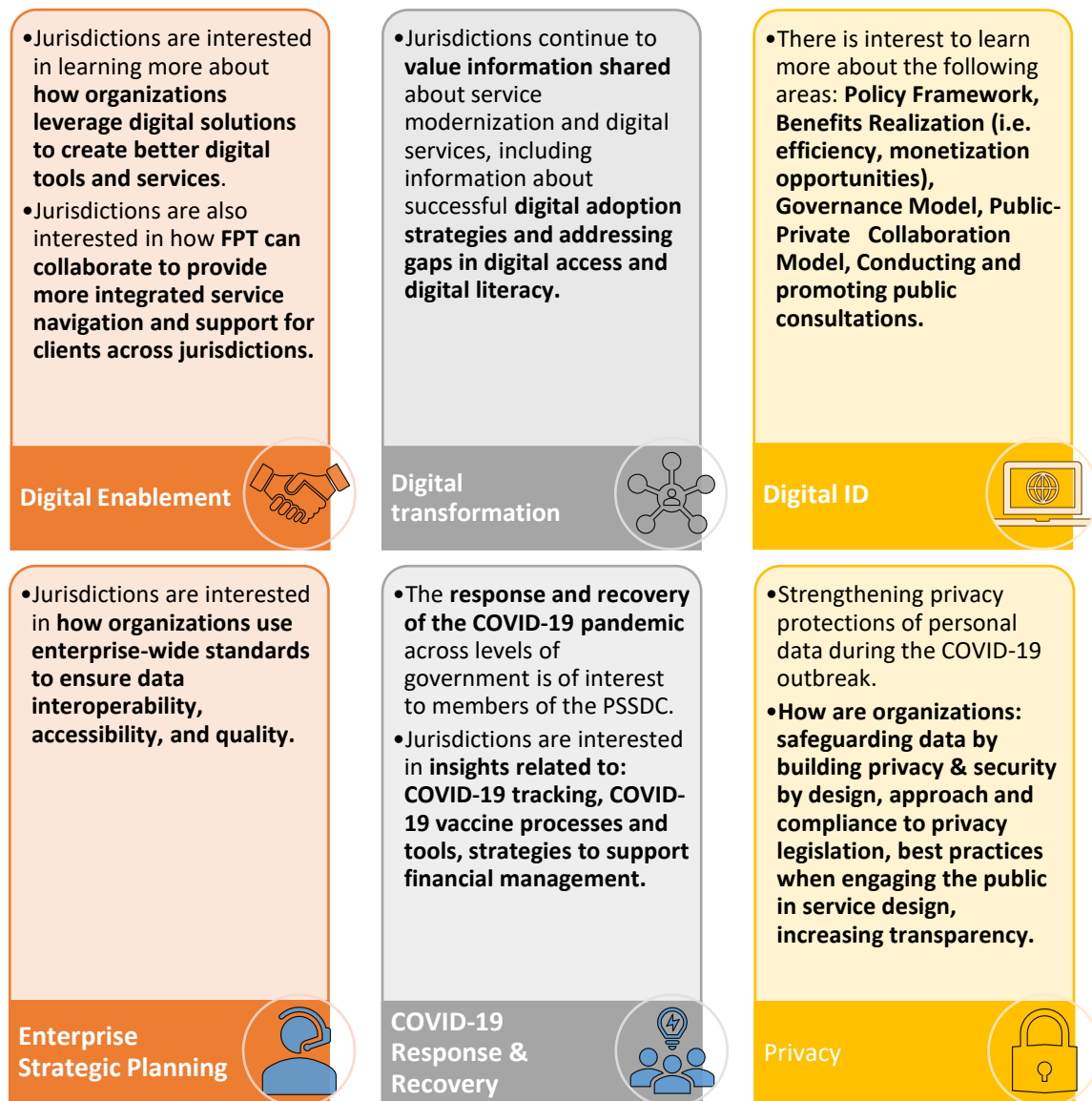
- In the Fall 2021 PSSDC information sharing documents, FPTM organizations showcased current and ongoing initiatives and deliverables within their jurisdictions. The following items are examples of notable accomplishments:

Jurisdictions	Key Accomplishments / Showcase Opportunities		
SERVICE CANADA	<ul style="list-style-type: none"> - eServiceCanada: An online service that enables clients to request help online. Clients are contacted by telephone by a Citizen Service Officer (CSO) within two business days. CSOs provide personalized service support virtually for EI, pensions and SIN and passport services. 	<ul style="list-style-type: none"> - e-Community Outreach and Liaison Service (COLS): ESDC's Community Outreach and Liaison Service shifted to virtual outreach due to the pandemic. Outreach teams established relationships with Indigenous communities and stakeholders' pre-pandemic and quickly pivoted to provide virtual support, ensure continuity of access to existing services and promote new benefits and service delivery channels. 	<ul style="list-style-type: none"> - Pensions Process Automation – Robotic Process Automation (RPA): The use of RPA tools to support the service delivery network that provides critical income support and benefits to Canadians. RPA initiatives operate “end to end” where possible, completing tasks in their entirety. Work items that are more complex are partially automated and referred to processing centres for manual intervention.
CANADA REVENUE AGENCY (CRA)	<ul style="list-style-type: none"> - Robotic Process Automation (RPA): A software solution that employs virtual workers (robots) that mimic high volume, repetitive, rules-based steps in business processes. The use of an RPA can positively impact both employee satisfaction and improved service to Canadians, including: reduction of human errors; reduction of monotonous tasks; increased productivity; and the ability to free up employees' time to focus on value-added tasks. 		
TREASURY BOARD OF CANADA SECRETARIAT (TBS)	<ul style="list-style-type: none"> - Digital Identity: Demonstration of Sign In Canada MVP1 including current capabilities and future capabilities of MVP2 	Cyber Security: <ul style="list-style-type: none"> - Demonstration of Tracker that scans publicly accessible web sites and email domains to support automated policy compliance. - Demonstration of GC SaaS Assessment tool to support Tier 0 (unclassified) cloud services as per the GC's Cloud Tiered Assurance Model, and in support of the GC SaaS security assessment approach. 	Information and Privacy Policy Division: To facilitate the delivery of services, in collaboration with the federal Privacy community, the division has developed an information sharing arrangement template and updated its guidance. This template is designed for federal-to-federal sharing for administrative uses but could be adapted to other scenarios.

IMMIGRATION, REFUGEES AND CITIZENSHIP CANADA (IRCC)	<ul style="list-style-type: none"> - Virtual usability testing and user research with clients: As the pandemic required IRCC to shift its human-centred design research and usability testing projects online, activities that were conducted almost entirely in person now leverage the use of technology (online scheduling, video conferencing, virtual whiteboards). 		
VETERANS AFFAIRS CANADA (VAC)	<ul style="list-style-type: none"> - The Service Health Records Search Tool Initiative: A joint effort between VAC's Innovation Hub and the Centralized Operations Division which has used human-centred design methodology to understand current processes and challenges related to searching large blocks of digital Service Health Records for information that is relevant to a disability claim. 		
ALBERTA	<ul style="list-style-type: none"> - Service to Business: Small and Medium Enterprise Relaunch Grant (COVID-19): The Small and Medium Enterprise Relaunch Grant (SMERG) offers financial assistance to Alberta organizations (businesses, cooperatives and non-profits) that were ordered to close or curtail operations, and that experienced a revenue reduction of at least 30%, as a result of the COVID-19 pandemic. The Government of Alberta committed \$575 million for the first intakes of the SMERG and then an additional \$350 million for the spring payment. 	<ul style="list-style-type: none"> - Service to Business: Joint Review of the Gaming, Liquor and Cannabis Act and Regulation: A joint review of the Gaming, Liquor and Cannabis Act and regulation with Alberta Gaming, Liquor and Cannabis (AGLC) to support new opportunities for liquor licenses to generate additional revenue while providing Albertans with greater product choice. - 	
MANITOBA	<ul style="list-style-type: none"> - Chatbot Technology Enablement: Chatbot technology is a strategic initiative to enable the digital transformation of services within the Government of Manitoba. Manitoba is looking at potential chatbot use cases that will generate a positive return on investment. 		
ONTARIO	<ul style="list-style-type: none"> - Ontario's online newborn registration refresh (after October 2021) - Ontario's Digital Adoption Journey – Lessons Learned (after February 2022) 	MyBenefits social assistance portal (after October 2021)	Ontario's Progress on Digital ID (after February 2022)

Issues & Needs:

- The information sharing template offers an opportunity for jurisdictions to document any service delivery issue(s) or need(s) that are currently being experienced. Sharing this information enables interjurisdictional collaboration amongst the PSSDC to support problem solving and learning to address challenges and advance goals (i.e. the exchange of best practices, lessons learned, and pilots).
- In the Fall 2021 PSSDC information sharing documents, FPTM organizations identified specific areas where interjurisdictional collaboration would be beneficial. The predominant areas mentioned by jurisdictions have been grouped into the following themes:



Background:

- The Public Sector Service Delivery (PSSDC) Council information sharing practice enables member jurisdictions (Federal, Provincial, Territorial, and Municipal) to exchange key information regarding organizational accomplishments, priorities, issues/needs, and topics of interest.
- Information sharing helps stimulate nation-wide networking, innovation and growth across member jurisdictions. This is done by:
 - Providing the opportunity for jurisdictions to showcase current and ongoing work.
 - Documentation of lessons learned that may be of interest.
 - Promoting transparency across various governments.
- The ICCS secretariat coordinates jurisdictional information sharing efforts across the PSSDC Council:
 - Prior to all PSSDC Council in-person meetings, member jurisdictions are provided with an information sharing template.
 - Jurisdictions are required to complete the template and return it to the ICCS secretariat.
 - The ICCS secretariat houses the completed documentation in a central and secure location (the Citizen First members online webpage) to enable easy access to members. **Note:** The Information collected cannot be shared without the approval of the member jurisdiction.
- For the October 2021 virtual PSSDC Council meetings, a total of **15** information sharing documents were received from FPTM jurisdictions.

For more information regarding the PSSDC Council information sharing and all other inquiries, please contact:

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