

PSSDC Information Sharing Model – September 2019

Information sharing has been prepared for the PSSDC's meeting on September 2019.

The information contained in this document cannot be shared without approval from the member (author)

Jurisdiction: QUEBEC		Contacts
1. <u>Achievements:</u> Highlight the main achievements in service delivery, and/or major milestones reached in your jurisdiction over the past 6 to 12 months.	There have been no significant developments in the past 6 months. Our energies are focused on our strategic plan for the next 36 months.	Daniel Guay
2. <u>Priorities:</u> Briefly describe what your organization considers to be the top priority/initiative for the next 12 to 36 months.	<ol style="list-style-type: none"> 1. Simplify access to and improve the quality of services: <ul style="list-style-type: none"> • Increase awareness of Service Québec's service offering • Improve the quality of the information pertaining to programs and services • Continue deploying an integrated offering of multi-channel and local services (projects relating to the deployment of offices and the digital services offering, creation and consolidation of registries) • Improve the satisfaction of the Ministry's clients with the services received 2. Adapt interventions to client needs 3. Develop innovative approaches for the benefit of clients: <ul style="list-style-type: none"> • Improve client services through digital transformation • Optimize processes through a continuous improvement approach 	Daniel Guay
3. <u>Presentation/sharing:</u> Are there resources in your jurisdiction such as requests, processes, etc. that other jurisdictions might be interested in applying or implementing in their own jurisdiction?	No presentations are planned.	Daniel Guay
4. <u>Issues and needs:</u> Specify the service delivery issues that you would like to share with the Council and the type of assistance you might need from the PSSDC.	No specific issues.	Daniel Guay