

PSSDC Information-Sharing Template – September 2019

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

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

JURISDICTION:		Contact
1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	<ul style="list-style-type: none"> • PSPC has developed a 3 year client service management strategy. The strategy identifies service improvement objectives and is supported by a delivery plan to ensure progress towards objectives. • PSPC has expanded its pilot with Indigenous Services Canada to provide a one knock approach to improve the coordination of select PSPC and SSC services. • PSPC has piloted online client feedback instruments which will make it easier for clients to provide feedback on services and service improvements. • PSPC has also completed a six week pilot to develop use case studies and identify business requirements for an integrated service management platform and has worked with SSC to identify common business requirements and implement a single GoC-wide cloud-based tool for service management. • PSPC has adopted the CRA Business Number as a common digital identifier for businesses for several programs including Buy and Sell, Surplus and is working with PSPC branches to determine other opportunities for extending its usage. This promotes the verification and sharing of information across government departments and make it easier for clients to access service. • In support of the asylum seekers situation, PSPC played a key role at the Government Operations Center (GOC) and in the Quebec Region to secure space which enabled CBSA and IRCC to increase the capacity of their triage and processing operations and by providing temporary shelters. PSPC is also an active participant in the development of lessons learned so the government of Canada can be better prepared to respond to the influx of migrants at borders crossings as necessary. 	
2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	<ul style="list-style-type: none"> • PSPC will continue to focus on GC-wide adoption of common tools including GCDocs, GCCase, and MyGCHR in support of the OneGC approach to service delivery and establishing common authentication and identification management. • A further priority for PSPC is the development of an Enterprise-wide service catalogue that will provide clients with easy access to information and services through multiple channels. • Review of service fees structure and its capability to collect, analyze and publish near-real time service performance information. 	

	<ul style="list-style-type: none"> • Develop, in alignment with the new GC Policy on Service and Digital, the Departmental Digital Service Strategy to better support service delivery in a digital era. The focus will be on using existing digital platforms for a departmental innovation management workflow to support the innovation lifecycle from idea generation to management to experimenting and to implementation. • PSPC is undertaking several long term initiatives to improve the accessibility, quality, and timeliness of its services. This includes: <ul style="list-style-type: none"> ○ Defining the requirements of a new bidding system for GCSurplus that will make it easier for Canadians and Canadian Businesses to register and acquire surplus materials. ○ The development and implementation of agile procurement processes and an e-procurement system. ○ Strengthening the service standards architecture to be robust and alignment with performance measurement frameworks, outcomes and results. This will include advancing PSPC's objective to publish real-time information on client satisfaction, service standards, and other service information focused on improving service experience for clients. • PSPC is working with ESDC to implement the Service Canada Centre / Passport Office Flagship Project at 4900 Yonge St, Toronto where current Service Canada offerings will now be combined with Passport services. This Flagship model will be replicated across the country where integration of operations would be ideal. The design pushes the envelope from a technology, accessibility, furniture, and client service experience perspective. Construction commenced in Fall 2017, with Phase 1 opening at the end of October 2018 and Phase 2 set to open November 2020. 	
<p>3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? (This information will help in agenda planning for future meetings.)</p>	<ul style="list-style-type: none"> • PSPC has published <i>Our Service Standards and Results</i> on-line. These standards provide clients with important information on the timeliness, accuracy and accessibility of our services and are an important part of the department's strategy to improve the quality of services and strengthen partnerships with clients across government departments. • As of August 15, PSPC has published 245 data sets on the Open Government Portal which allow greater public access to government data and information, and to create a more responsive, accessible and transparent government. • PSPC has adopted the United Nations standard products and services code (UNSPSC) and will begin implementing the use UNSPSC to identify products for procurement activities. Over the course of the transition from G SIN to UNSPSC, the information on Buyandsell.gc.ca, including Tenders, Standing 	

	<p>Offers and Supply Arrangements, and Contract History, will eventually be connected and inter-linked using UNSPSC.</p> <ul style="list-style-type: none"> • PSPC has introduced a new public service pay dashboard. The dashboard has been redesigned to better track the progress being made in ensuring that public servants are paid accurately and on time. 	
<p>4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>		