



## PSSDC Information-Sharing Template – September 2016

JURISDICTION: Yukon		Contact
<b>1. <u>Accomplishments:</u></b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	eServices to Citizens, <ul style="list-style-type: none"> <li>• Completing personal use firewood permits online</li> <li>• About to launch: <ul style="list-style-type: none"> <li>○ Motor Vehicles – rebuilt the “renew motor vehicle registrations” online</li> <li>○ Pay Government Issued Invoices Online</li> <li>○ File Access to Information &amp; Protection of Privacy (ATIPP) requests online</li> </ul> </li> </ul>	<b>Office of CIO</b>  Sean McLeish ADM/CIO  or  Chris Bookless Deputy CIO  or  Mark Burns E-Services, Director
<b>2. <u>Priorities:</u></b> 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"> <li>• Web and online service delivery governance <ul style="list-style-type: none"> <li>○ Internal Policy Created outlining governance framework</li> </ul> </li> <li>• Working through Access to Information and Protection of Privacy (ATIPP) review – Public consultation underway</li> <li>• YG Identity management service is key service development initiative</li> <li>• Hunting licencing online</li> <li>• Formalizing internal service delivery process</li> <li>• Content Migration to CMS</li> <li>• Requesting Birth, Death, Marriage Certificates online</li> </ul>	



**Victoria**  
ICCS 2016 SEPTEMBER  
SEPTEMBRE

PSSDC

Public Sector Service Delivery Council

CPSSP

Conseil de la prestation des services du secteur public



<p><b>3. <u>Issues and Needs:</u></b> Briefly describe any <b>service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>	<p>Opening stages of building common service delivery components such as:</p> <ul style="list-style-type: none"><li>• Digital Identity Management</li><li>• Common payment gateway</li><li>• SMS/Email notification service</li><li>• Common content management platform</li></ul> <p>Delivery across the jurisdiction creates governance, policy, and coordination issues – requires new approaches to creating and rolling out services.</p>	
<p><b>4. <u>Planning for Council Meetings:</u></b> Please <b>identify topics of particular interest</b> to your jurisdictions for future Council Meetings. <i>(Please provide a brief description for each item.)</i></p>	<ul style="list-style-type: none"><li>• Identity Management related to service delivery</li></ul>	