

Service to Business Community of Practice

Progress Update

For Public Sector Service Delivery Council Meeting

September 14, 2016

Victoria, BC



Outline

- Background
- Progress Update (EBS, BN, other initiatives)
- Emerging service to business initiatives
- Service for Business CoP Next Steps
- Call to Action and Business Case
- Recommended action

Background

Since PSSDC's February 2016 meeting in Toronto, the Service to Business Community of Practice has focused on:

- Carrying out additional pilot testing of an online collaboration platform, Vayyoo Rooms, and collaborating with the ICCS for service arrangement with the vendor.
- Advancing Expedited Business Start Project
- Carrying out annual progress report to DMs' Table on pan-Canadian BN adoption and expansion
- Participating in discussions on PSSDC's Framework Working Group.

Progress: Overview

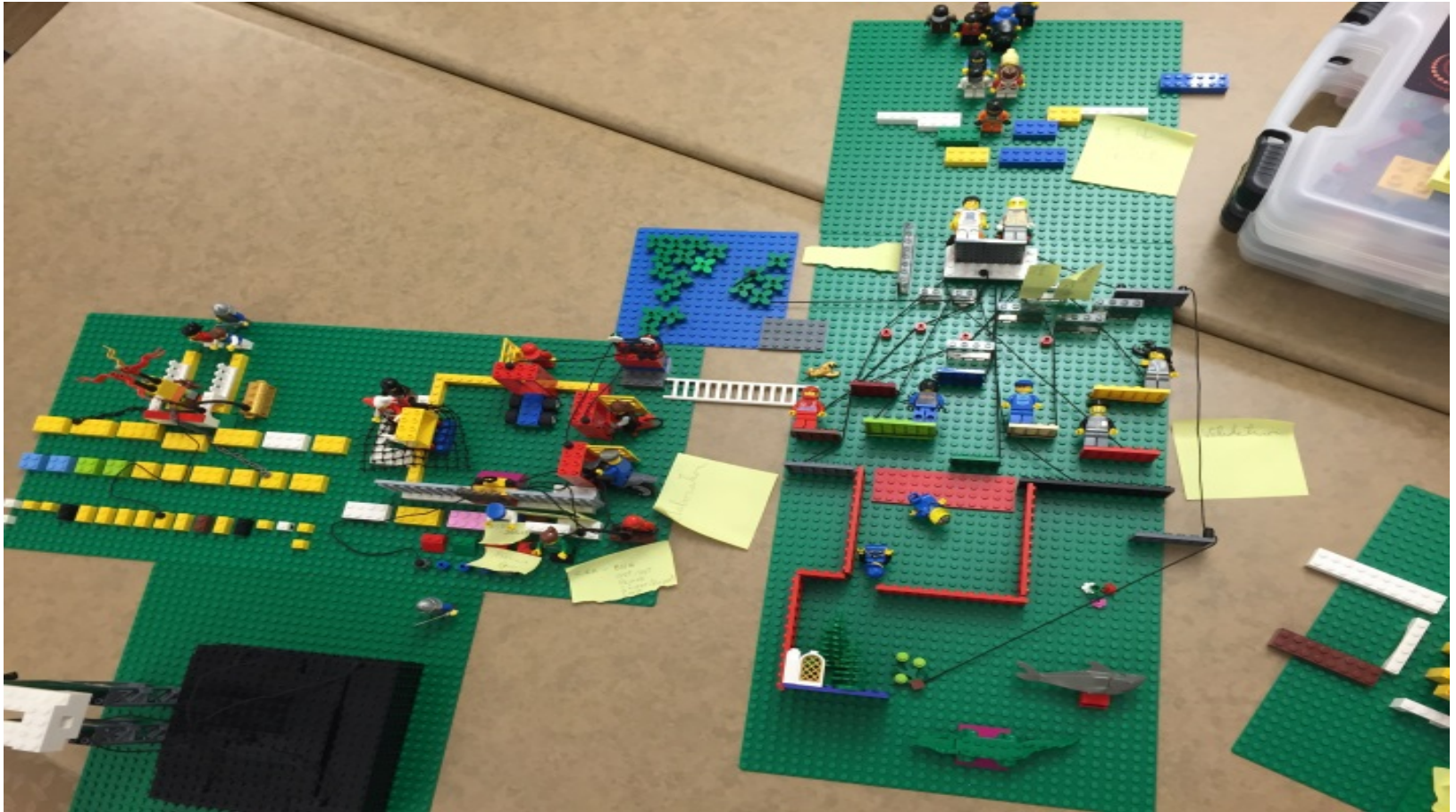
- Advanced Expedited Business Start (EBS) Project
 - Inter-jurisdictional research complete; optimal model and benchmarking tool developed
 - EBS design thinking workshop conducted at ISED Service Lab (See next pages)
 - Interim solution developed within BizPaL
- Business Number adoption and expansion is progressing on multiple fronts
- Pilots for sectoral bundles (i.e., restaurants) underway in British Columbia, Nova Scotia, Manitoba and Ontario
- BizPaL adoption is increasing and modernization is next
- Real-time, multi-jurisdictional online business registry search is progressing
- Online collaboration platform for FPTM partners continued to be developed
 - Demo of the platform is to be provided by ICCS at the Victoria meeting (as time allows)

Progress: Expedited Business Start

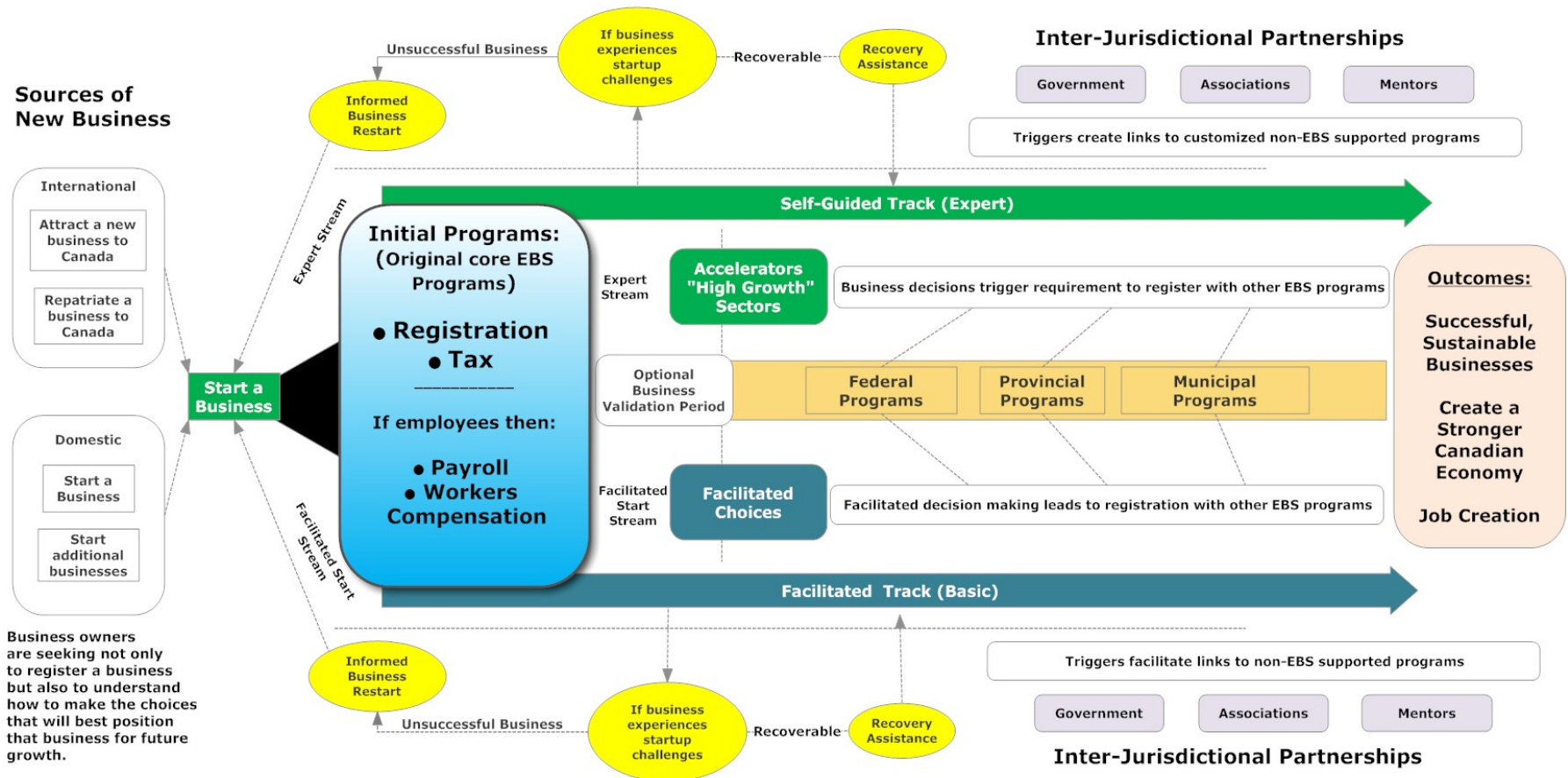
Since the PSSDC Toronto meeting, the Service to Business Community of Practice has:

- Conducted Expedited Business Start design thinking workshop at ISED Service Lab (see next two slides)
 - 20 federal, provincial and business participants developed design for EBS ecosystem
 - Development of EBS Business Case recommended as key outcome
- DMs Table endorsed EBS Business Case and Service to Business Call to Action at their May 2016 meeting.
- Prepared funding request for Service for Business Call to Action to support EBS acceleration and other initiatives
 - The funding request was approved by the PSSDC at its August 2016 teleconference – see slide 13 for further details.

Progress: The EBS Workshop Design



Progress: EBS Design Thinking Workshop Result



NEXT STEPS: Business Case. Call to Action. Interim solution.

Progress: PTM BN Adoption and Expansion

ONE Business
ONE Number

UNE entreprise
UN numéro

Over 100 programs across Canada



Transformative Approach to Federal Adoption of the BN in 2016/17

- Vision: to provide all federal government programs the ability to use the Business Number to validate business identity information
- Solution: a real-time validation service connecting federal organizations to CRA using web services
 - CRA is systems integrator
 - ISED is business lead and sponsor of federal adoption strategy
 - Departments develop program-specific business use cases
- Implementation timing: starting in fall 2016, CFIA, ESDC, ECCC and ISED to be first adopters
- Support model: using existing GC web 2.0 tools, a self-service web platform is being populated for interdepartmental access to information and development of virtual communities of practice
- User feedback will be continually collected for future enhancements
- Expand work to align the BN as a common business identifier into the FPT identity management ecosystem

Emerging Service to Business Initiatives

- Modernization of BizPaL (FPTM)
 - Scope expansion
 - New services and programs to reduce red-tape
- Collaborative delivery partnerships of advanced rapid prototypes
 - NS, ON, QC, and Corporations Canada launched a working Beta pilot in June 2016 of a multi-jurisdictional online business registry search that supports ongoing Agreement on Internal Trade. Seeking additional partners to join Beta search service.
- Alignment of Growth and Export programs/services (FPT)
 - New Growth program and services alignment initiative
 - FPT initiative to align and promote export programs/services

New Federal Government Priorities for Service Excellence...

... are Driving Services Transformation Across the GC and Beyond

- Budget 2016 proposes to provide \$17.8 million over five years to Treasury Board Secretariat of Canada to support the development of a Government of Canada “client-first service strategy”
- The need for better service and single window access, will require the use of the BN by all business-facing programs
 - TBS to include BN in Policy on Management of IT
- Emerging GC and FPT priority for incorporation of Business Number into identity management ecosystem

Service to Business CoP – Next Steps

- The Service to Business CoP wishes to engage the PSSDC members on a discussion that revolves around the framework initiative and the FPT DMs' Table request for acceleration.
- In the context of the Service to Business CoP, the DMs' Table requested that acceleration of either the Business Number adoption or the Expedited Business Start initiative be explored.
 - The BN continues to be advanced by jurisdictions as a longer term foundational enabler of services for business.
 - The S2B CoP co-chairs are recommending that EBS be considered for possible acceleration.
- The key objective is to ensure that all stakeholders are engaged and committed.

Call to Action and Business Case

- The PSSDC recently approved funding request for Service for Business Call to Action Project, which includes EBS Business Case.
- The EBS Business Case was determined to be the key next step at the ISED's Service Lab design thinking workshop.
- The Call to Action will be used to develop and promote the business case for EBS as well as the Call to Action for other service collaboration for business across jurisdictions.
- The Call to Action will also support the objectives of the PSSDC's Framework Working Group and assist advancement of digital government and the PSSDC's vision of best-in-class government services.

Recommended Action

It is recommended that the PSSDC:

1. Endorse EBS for service to business acceleration using the Service for Business Call to Action.
2. Continue to move BN adoption forward as a key foundational enabler for services for business.

Contact Information

For more information, please contact the Co-chairs of Service to Business Community of Practice:

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