



PSSDC Information Sharing Model – September 2016

Administration: Quebec	Contact Person
<p>1. <u>Accomplishments:</u> Highlight your main service delivery accomplishments or the important steps completed by your administration over the last 6 to 12 months</p> <p>Services of the Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS)</p> <ul style="list-style-type: none"> • A new approach to electronic service delivery for businesses: The Ministère de l'Économie, de la Science et de l'Innovation (MESI) and the MTESS have created Entreprises Québec. Entreprises Québec is a single gateway from which Services Québec offers frontline government services (Web, email and telephone) in order to respond to business requests. The Business Zone, which is integrated with Entreprises Québec lays the groundwork for innovative online administration, providing businesses with a centralized online transactional service for managing their relations with the government from one site, without having to think about the government's administrative structure. The Business Zone allows users to initiate a secure session (unique authentication and password) and access electronic services and products from partner government departments and agencies. • The 2016 Citizen Panel: This citizen group, with a membership of more than 2,600 people, was surveyed three times between the end of March and the end of June 2016. Work is currently underway to make our sample as representative as possible of the population. • The Business Panel: Business leaders participated in a single consultation in 2016, which focused on their experiences receiving counter service and their reasons for choosing this means of delivery. This panel is also being analyzed in order to make it as representative as possible. • Government website streamlining on the right track: Over the last few months, the government has been working on streamlining its websites and the progress has been significant. The MTESS had 60 and now the number has been reduced to 15. • New municipalities have joined the PerLE service: Between mid-April and mid-July 2016, some 10 new municipalities agreed to join the PerLE service. To date there are now 132. • The Québec Parental Insurance Plan (QPIP) is now 10 years old: Created in 2006, the QPIP is a concrete means for workers to better reconcile their family and professional responsibilities. This popular service is now 10 years old. Ninety percent (90%) of its services are now offered online and the client satisfaction rate is nearly 99%. 	<p>Anne Michèle Meggs, Senior Deployment Advisor at Services Québec Development and Partnerships Sector at Services Québec – MTESS Tel: 514-704-3511 annemichele.Meggs@mess.gouv.qc.ca</p>



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Services of the Directeur de l'état civil (DEC)

- **Enhancement of single declarations to simplify the process for citizens:** The DEC enhanced its single declarations in 2015 by implementing new information sharing mechanisms with new partners (Société de l'assurance automobile du Québec – SAAQ, Contrôleur des armes à feu– Sûreté du Québec, Commission des normes, de l'équité, de la santé et de la sécurité du travail, Ministère de la Santé et des Services sociaux – Registre autochtone). In addition to simplifying the process for citizens looking to enroll in government programs or services, these information sharing agreements enable government departments and agencies to achieve gains in efficiency and savings in processing requests. The DEC is continuing to work to conclude new agreements, namely with the Ministère de l'Éducation et de l'Enseignement supérieur (MEES) and the Ministère de la Sécurité publique (MSP) in to order to continue enhancing its single declarations.
- **Continued progress in the use of electronic birth and death declarations:** Over the last few months, the DEC, in collaboration with health establishments and funeral directors, is continuing the gradual deployment of online services making it possible to submit birth and death declarations electronically. The purpose of these projects is to modernize civil status services by improving the efficiency of the registration process and reducing processing wait times and the risks of error, all while simplifying the process for citizens. In June 2016, 21.4% of birth declarations and 68.4% of death declarations were submitted online.

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2. Priorities: Provide a brief description of what your organization considers as its main priority/initiative over the next 12 to 36 months.

Services of the Government of Quebec

- **Services Québec: The gateway to government services for the entire province:** The Government of Quebec is maintaining its commitment in a new way in terms of service delivery. In order to integrate the various means of service delivery so as to create a networked administration that would facilitate transparency and client-focussed services, the government wants to see Services Québec become the gateway to government services for all citizens and businesses throughout Quebec.

To achieve this, Services Québec will focus on the optimal use of information technologies by deploying informational and transactional web services as well as services supported by client relations centres. The government is counting on this vision to solidify the service offering and ensure a government presence in all regions.

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Services of the Government of Quebec (cont'd)

This new vision will materialize notably in the form of:

- A single network of government service counters in all regional county municipalities, reaching 90% of the population within a 50 km radius;
- A telephone number for citizens and a telephone number for businesses who want to access government services;
- Simple and quick access to government services on the Internet, and also offered as a mobile version by Québec Portal.

- **An unprecedented interdepartmental cooperation project:** A major interdepartmental governance structure, encompassing more than 20 government departments and agencies, has been put in place to facilitate the decision-making process for this deployment by Services Québec. Within this perspective, various major steps have been taken or are in the process of being completed, including the following:
 - Adopting a Services Québec vision and business model;
 - Adopting principles explaining the delivery of frontline and second line services;
 - Inventorying of government services aimed at both citizens and businesses;
 - Mapping of service centres and inventorying of call centres operated by Quebec government departments and agencies.

Services Involving the DEC

- **Implementation of the Firearms Registration File:** On June 9, 2016, Quebec's National Assembly adopted the *Firearms Registration Act*. The purpose of this legislation is to provide peace officers with a tool enabling them to know where unrestricted firearms are located in Quebec and who owns them (mainly hunting rifles). It stipulates that citizens and merchants must register their firearms in a firearms registration file managed by the MSP or by anyone to whom it delegates this responsibility. The MSP wants to delegate to the MTESS, more specifically the DEC, the responsibility of implementing and managing the firearms registration files, given its assets and expertise in managing registries, the electronic delivery of services and client services.
- **Implementation of a Quebec identity and address service:** The Government of Quebec will continue its work in implementing a Quebec identity and address service. This solution will optimize the management of its data by focussing on the use of existing government assets. The DEC will collaborate in the work being conducted by the SAAQ, which is responsible for preparing the business file for the Quebec identity and address service.

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2. Priorities: Provide a brief description of what your organization considers as its main priority/initiative over the next 12 to 36 months.	Services Involving the DEC (cont'd) <ul style="list-style-type: none"> • Data sharing agreements with the other provinces: The DEC will continue to work on putting in place information sharing agreements with its counterparts in other provinces in order to keep civil status registries up to date. Agreements between the DEC and the civil status authorities in Ontario and New Brunswick will soon be signed. 	Reno Bernier Civil Status Director – MTESS Tel: 418-644-3099 reno.bernier@dec.gouv.qc.ca
3. Issues and Needs: Specify the issues in terms of service delivery that you would like to share with the Board and the type of assistance that you might need from the PSSDC.	For the MTESS as a whole, and especially for the deployment of Services Québec, the following issues are important in terms of optimizing the delivery of public services: <ul style="list-style-type: none"> • Enrolling government departments and agencies in pooling of expertise and resources to create a service delivery that is better adapted to the needs and expectations of citizens and businesses; • Changing management, personnel training and risk management during major organizational restructuring; • The best practices in terms of multi-mode and multi-service windows offering an integrated and consistent service delivery, and the calculation of the resulting benefits; • Interconnecting systems to share certain information between the various government departments and agencies in order to reduce the number of times that the same information is requested from citizens and businesses. <p>Lastly, the trends in terms of mobility (e.g., government standards) or clientele migration strategies, secure exchanges and an open government are topics in which Quebec has a great interest.</p>	Anne Michèle Meggs, Senior Deployment Advisor at Services Québec Development and Partnerships Sector at Services Québec – MTESS Tel: 514-704-3511 annemichele.Meggs@mess.gouv.qc.ca
4. Planning of the Board Meetings Please list the topics that are of particular interest to your administration for future Board meetings. (Provide a brief description.)	<ul style="list-style-type: none"> • Intelligent data management: Focus data gathering and analysis on a few data sets at a time, which are targeted based on relevance in order to inform us of the most promising services and projects. We are currently aiming to incorporate this philosophy in the development teams, rather than making it into a large project. We believe that this will be the most sustainable way of doing things. • Delivery of consistent multi-mode services (integrated): In order for the government to optimize its global service delivery, the current ways of doing things must be examined, analyzed and transformed if necessary within a perspective of service integration, effectiveness and efficiency where there is complementarity and continuity between all means of delivery. 	Anne Michèle Meggs, Senior Deployment Advisor at Services Québec Development and Partnerships Sector at Services Québec – MTESS Tel: 514-704-3511 annemichele.Meggs@mess.gouv.qc.ca



Victoria
2016 SEPTEMBER
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PSSDC

Public Sector Service Delivery Council

CPSSP

Conseil de la prestation des services du secteur public

