



PSSDC Information-Sharing Template – September 2016

JURISDICTION: Canada Post		Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p>1. Address Security Canada Post has recently completed a pilot with established retailers to provide a fraud indice of the intended recipient address leveraging Canada Post proprietary data attributes. The solution is intended to provide a real time / automated fraud “score” based on proprietary data related to the shipping address to assist retailers in mitigating revenue loss specifically related to card not present fraud. The solution can also be leveraged in the public sector to validate the mailing address security of an intended recipient (license renewal, passport etc) prior to the release of proprietary documentation.</p> <p>2. Proof of Residency – Proof of Concept As organizations (private and government) migrate existing physical identity proofing to an electronic format, Canada Post is in uniquely positioned to assist in electronic / automated citizenship “proof of residency. Leveraging historical mailing data, Canada Post has initiated preliminary efforts to investigate solution design and business case requirements to facilitate the automated / real time validation of a citizen’s “proof of residency.”</p> <p>3. Mail Intercept / Screening Canada Post introduced a consolidated mail intercept / screening solution that provides a comprehensive and rigorous scrutiny of mail items prior to the final delivery to federal government personnel. Leveraging the latest in technological advancements, each mail item is evaluated to ensure that any potential “mail related threats” are identified and removed from subsequent distribution.</p>	



<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>1. Due to ongoing labour negotiations with CUPW membership, the predominant priority at this juncture is to ensure ongoing communication with Canada Post's customers to proactively advise of any / all updates and to assist customers wherever possible to mitigate any potential operational disruptions.</p>	
<p>3. <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>	<p>1. Service Delivery Issues: None 2. Assistance from PSSDC: (a) Validation of LOB's within the government that require and / or are investigating the online or e-residency proofing as part of their strategy / mandate moving forward. (b) Validation of additional public sector interest regarding the implementation of mail intercept / screening within their jurisdictions.</p>	



Victoria
ICCS 2016 SEPTEMBER
SEPTEMBRE

PSSDC

Public Sector Service Delivery Council

CPSSP

Conseil de la prestation des services du secteur public



4. Planning for

Council Meetings:

Please **identify topics of particular interest** to your jurisdictions for future Council Meetings. *(Please provide a brief description for each item.)*

Updates related to Proof of Residency – Engagement with Ontario Health Card e-residency pilot launch scheduled for Q3/4 2017.

Mail Intercept / Screening

Mail screening (threat and risk assessment) was launched in 2012 with DND being our anchor tenant for this solution offering and subsequent implementation within the House of Commons, Senate and Public Security Commission departments. Mail is retrieved from our Ottawa based Mail Processing Plant and consolidated in a secure / unmarked facility for subsequent screening. Mail handling is overseen by personnel with “Secret” clearance and if required, suspicious mail / parcels are quarantined and opened in a bio hood for additional inspection. Canada Post is currently in discussions with three additional departments who have shown an interest in leveraging this solution to mitigate potential mail related threats.