



Service Network Collaboration

Public Sector Service Delivery Council
September 15, 2016
Victoria, British Columbia

The Value of Service Network Collaboration

Service Network Collaboration Working Group examines how jurisdictions can work together to deliver seamless services

- Includes both traditional channels (i.e. in-person office) and new ways of collaborating (i.e. digital)
- Traditional channels can adapt to increased focus on digital services
- Clients do not need to understand which level of government provides a service and welcome more collaboration

Increased use of digital services requires more integrated service delivery, improved collaboration and better coverage, to meet the evolving needs of clients, which is a “win-win” for jurisdictions

- Digital platforms will change the way agents can serve clients by increasing opportunities for integrated service delivery and supporting “self-serve”
- Jurisdictions need to address reduced in-person traffic while dealing with more complex cases
- Collaboration can improve the “value-proposition” of low-traffic centres in rural and remote areas by providing improved access and better coverage

Collaboration Continuum: Potential Partnership Opportunities



In-person Collaboration



Inter-office Collaboration

- Independent offices
- Information sharing and referrals
- Potentially geographically close
- Coordinated outreach

Co-location

- Side-by-side models
- Independent offices located next to each other or within the same complex
- Information sharing and referrals

Shared Space

- One office, two counters model
- Shared common spaces (e.g. waiting areas)
- Increase collaboration possible (client handoffs, etc.) but no integration

Integration

- One office, one counter model
- Integrated agent
- Client access to all services through a single contact point (e.g. NWT/SC)



Digital Collaboration



Inter-site Collaboration

- Independent, referrals done through links

Common Platform

- Shared platform allows for back-end referrals

Integration

- Fully integrated site provides information and processes transactions for all programs . (e.g. NB/TC)



Telephone/Call Centre Collaboration



Inter-office Collaboration

- Independent, referrals done manually

Common Platform

- Shared platform allows referrals through call transfers

Integration

- Fully integrated agents respond or dispatch all calls

Advancing Work Across Jurisdictions

- F-P/T/Ms have expressed a strong desire for greater collaboration across all channels (in-person, digital, and telephone)
- Existing in-person service sites are being mapped to understand our service networks
- Digital-based service delivery represents an opportunity to collaborate
- Telephone/call centre collaboration provides additional opportunities
- To advance this work, it is important to establish a common understanding of our baseline of existing service networks in order to seize opportunities
 - This includes examining both our in-person networks as well as other networks including digital platforms.

Scope of Work

Phase One (2016 - 2017)

As an early win, our focus is on in-person service collaboration. This phase includes:

- Developing an interactive map and conducting a survey on best practices from existing co-located sites in order to understand ways to improve partnerships (e.g. NWT Pilot)
- Developing a partnership guide for future in person co-location sites

Phase Two (2017 - 2019)

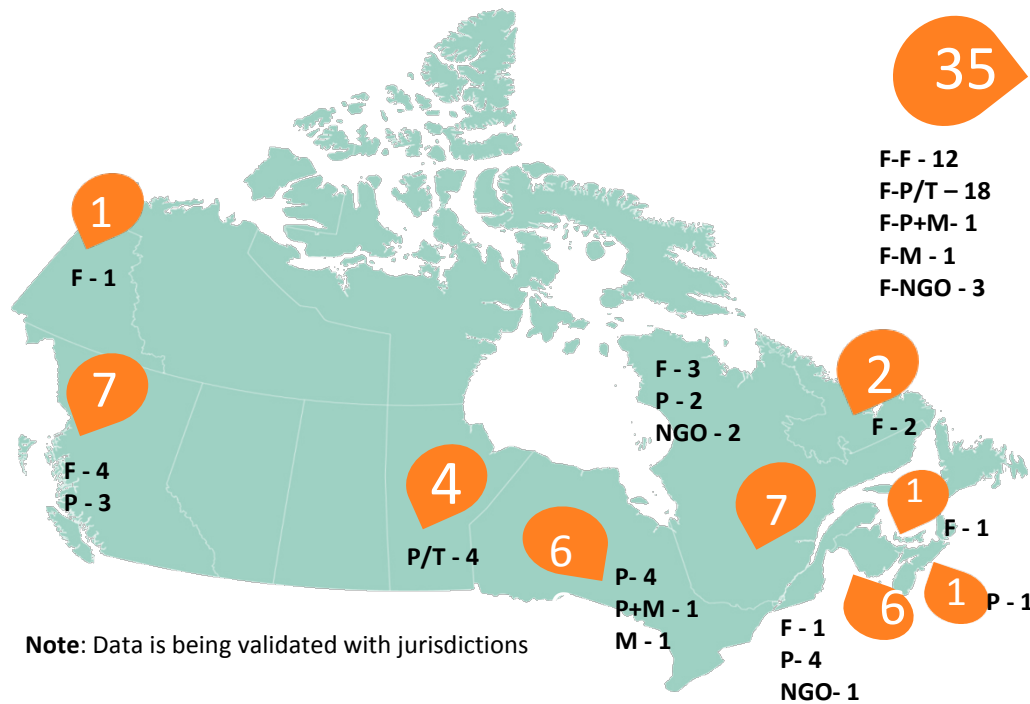
Exploring new ways to collaborate including digital and telephone channels

- Innovative approaches (e.g. collaboration between NB and Transport Canada) explored to identify more seamless service delivery opportunities across jurisdictional boundaries

Service Mapping Project

- The project focuses on mapping Service Canada and Provinces and Territories' in-person service locations, in addition to other federal service sites (e.g. Immigration, Refugees and Citizenship Canada)
- ESDC is currently providing the technical support to assist the working group in collecting and validating data to populate the interactive map
- The purpose of the map will be to identify opportunities for service collaboration by showing current and future in-person collaboration opportunities
 - We are exploring various attributes that could be added to identify potential collaboration opportunities (e.g. lease information, distance between sites, excess capacity, e-vulnerability, transaction volume, electoral riding, road network)
 - It is intended that this interactive map will be made available to participating jurisdictions and has already been shared with the working group

Understanding Service Canada's In-person Service Co-location



Service Canada sites which physically share a single space and entrance with one or more organizations, whether they be another federal department, another level of government, or a non-governmental organization.

Federal departments are deepening their understanding of in-person networks with the service mapping tool (e.g., Immigration, Refugees Citizenship Canada (IRCC)).

P/T in-person networks, including co-located sites, are also being mapped out to identify new opportunities, within their jurisdictions (e.g., Ministries of Education)

In-person Service Co-location Examples



Service Canada with
Service Ontario,
Geraldton, ON



Service Canada with
Province of
Manitoba,
Steinbach, MB



Service Canada with
Employment Nova Scotia,
Amherst, NS

Demonstration of GeoMapping Proof of Concept

Beyond Mapping

Environmental Scan

- Developing a scan on best practices from existing co-located sites in order to understand ways to improve partnerships
- An initial survey will be sent in fall 2016 to co-located sites

Partnerships Guide

- The results of the survey will support the development of a partnership guide
- The partnerships guide will provide models to assist jurisdictions in advancing co-location with Service Canada for in-person service locations

Accelerating Progress

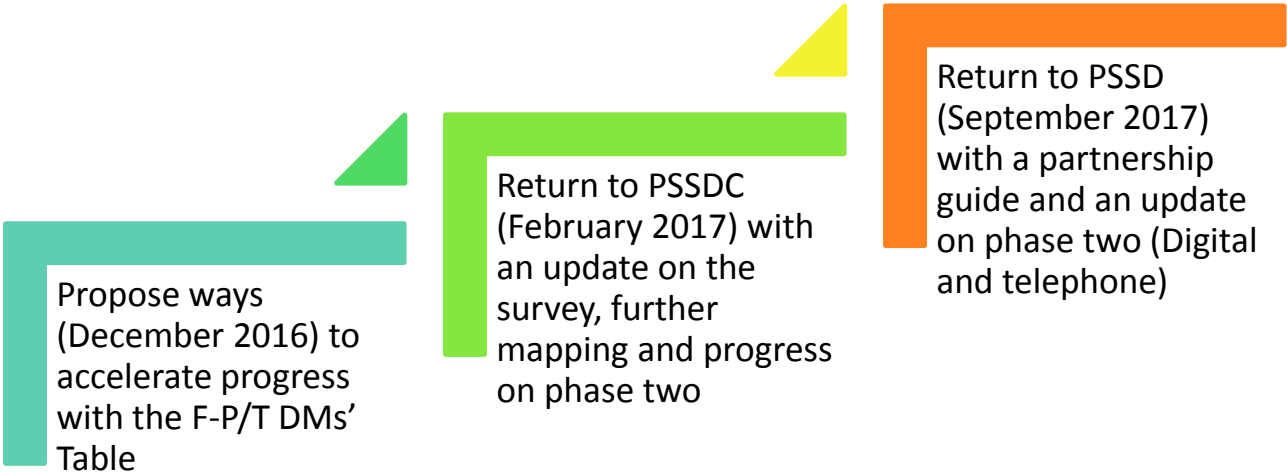
- The F-P/T Deputy Ministers' Table on Service Delivery Collaboration requested the Joint Councils/PSSDC explore opportunities for acceleration. The working group is considering proposing the following for in-person collaboration:

Using service network mapping to establish a baseline for exploring in-person collaborative opportunities (Quick win)

Simulating what a future integrated agent model could look like, building on the NWT pilot and sharing the findings with the Table

Asking select DMs to champion advancing the work on co-location (NB, ON, ESDC)

Next Steps



Propose ways
(December 2016) to
accelerate progress
with the F-P/T DMs'
Table

Return to PSSDC
(February 2017) with
an update on the
survey, further
mapping and progress
on phase two

Return to PSSD
(September 2017)
with a partnership
guide and an update
on phase two (Digital
and telephone)

Questions?

