



## PSSDC Information-Sharing Template – September 2016

JURISDICTION: Public Services and Procurement Canada		Contact
<p><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.</p>	<ul style="list-style-type: none"> <li>• Department implementing the common questions in client satisfaction surveys to gather baseline business intelligence and performance measurement</li> <li>• Undertook a benchmark study with Gartner to look at our departmental performance in relation to multiple call centers and service desks involved in the tier 1 and 2 service delivery. The study revealed interesting opportunities for better use and ownership of the service infrastructure to be efficient and effective in service delivery to clients, which can be a model for scale purposes.</li> <li>• Forrester, a US client experience expert firm, is finalizing a client experience journey to help us identify client perspectives and experience when they establish a service interaction with PSPC. The findings to this journey will help PSPC in defining our service strategy.</li> <li>• Positioned senior leadership to discuss and develop new vision for the department in relation to service, results, and delivery which is linked to our service transformation driven by various components: Gartner study, Forrester, Service performance measurements, mandate letter.</li> </ul>	



## 2. Priorities:

Briefly describe what your organization sees as its **top service delivery priorities/initiatives over the next 12 to 36 months.**

- Digitization of the front end service (aka service retail) such as service catalogue/menu, service request, demand for service, CRM
  - Established the departmental business requirements for CRM system
  - Procurement of the Enterprise Service Management (ITSM) system to improve management of service delivery through an integrated and single point of access for clients
- Undertaking major departmental transformations to provide a digital service channel:
  - the e-Procurement solution to simplify the procurement process for goods and services using a digital solution;
  - the RG online self-serve suite;
  - Converging access to services to a single online point of access for external and internal clients.
- Strengthening the service standards architecture to be robust and alignment with performance measurement frameworks, outcomes and results
  - Collecting baseline data on client satisfaction, performance on service standards, and other service information to develop future targets focused on improving service experience for clients
- Review of current departmental service strategy to respond to new government direction, and to develop new departmental service strategy
- Develop the client and employee engagement framework and plans to support the culture change and service strategy
- Collaborate with IT specialists in development of the Departmental Digital Service Strategy to support departmental transformations and the shift towards digital government through on onboarding, client experience, supporting infrastructure and operational framework
  - Tested innovation processes to develop solutions for business problems (Rapid Results)



**Victoria**  
ICCS 2016 SEPTEMBER  
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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>	<ul style="list-style-type: none"><li>• Research on service organizations – best practices on service management for complex organizations, measurement performance and application status in real time, best in class service techniques (queue, triage, etc.), effective and efficient organizational structure for service delivery in a complex organization, effective and efficient governance models and structures</li><li>• Discussion on ISO 9001:2015, certification for quality management systems, in a digital service delivery context, and citizen perspectives or take away from receiving services that are certified for quality – can provide expertise from Canadian Government Standards Board (PSPC)</li><li>• Discussion on the value chain for service in a more and more collaborative legislative, governance, strategic and operational models</li><li>• Discussion on best approaches to resolve complex problems through consultation (public, client, stakeholders, etc)</li></ul>	
<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>• Open government, what does it mean for government services (transparency and responsiveness of service providers)</li><li>• Open data, what data sets other than client satisfaction could be used to improve service delivery</li><li>• Open dialogue, how do we engage citizens on service (feedback on service) and to show responsiveness in managing service level and quality?</li></ul>	