

## PSSDC Information-Sharing Template – September 2020

*Information Sharing is collected for the purpose of the PSSDC Meeting of September 2020.*

**Information contained in this document cannot be shared outside of the PSSDC without the approval of the member jurisdiction (author).**

**Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.**

Jurisdiction:	Contact
<p><b>1. <u>Priorities &amp; Accomplishments:</u></b></p> <ul style="list-style-type: none"> <li>Briefly describe what your jurisdiction sees as its <b>top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities.</b></li> <li>Briefly describe any significant <b>service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months.</b></li> </ul>	<p><b>Inward facing</b></p> <ul style="list-style-type: none"> <li>In 2020-21, PSPC will continue to implement a renewed service-oriented approach to support key departmental priorities and government direction in the area of service management and will continue to look for opportunities to strengthen client satisfaction.</li> <li>With the release of the GC wide <i>Policy on Service and Digital</i>, PSPC released its first Integrated Business Plan which brings together Service to a new level, by cutting across our traditional lines of service delivery and positions us to be recognized as leaders in client service, payment processing, purchasing, and property stewardship. It will serve as a spring board for enhanced cohesion and collaboration and guide PSPC in the realization of a more fully integrated and client-centric PSPC Service Strategy (2021-2024) that will articulate how the department manages service delivery, information and data, information technology, and cyber security in the digital era. Central to this will be a new departmental service management office and branches service management offices.</li> <li>PSPC has completed phase I of the Integrated Service Management (ISM) solution Project. This project will change the landscape of how we work and interact with our clients. Linked to this is a revamped departmental service catalogue which will bundle services for clients to make their service experience seamless.</li> </ul> <p><b>Outward facing</b></p> <ul style="list-style-type: none"> <li>PSPC is looking at refining its approach to metrics for measuring client satisfaction across the department and building upon the current “Pulse Check” of approximately 29 departments and agencies. These results will be used to engage the Department in improving its service delivery in such areas as real property, translation and interpretation, acquisitions, contract security, pay and pensions, and enabling solutions such as case management.</li> <li>In addition, an “integrated digital environment” that will leverage M365 platform capabilities is in development.</li> <li>At PSPC we continue to push the bar in forming external collaboration and developing interoperability solutions that will enable the Digital GC—e.g. “OneGC” and Open-by-Default.</li> <li>In addition, client service excellence is remains at the forefront of how we deliver services with a client service competency that has been integrated in learning, staffing, performance management and recognition. Recent efforts are underway to update the PSPC Client Service training course to align with our service management and digital priorities.</li> </ul>

<b>2. <u>Showcase Opportunity:</u></b> <ul style="list-style-type: none"> <li>List any significant <b>deliverable(s), resource(s) or application(s)</b> that you would like to present as a <b>showcase item at an upcoming meeting or teleconference.</b></li> <li>Please provide a brief <b>description of the item(s) to profile</b>, time required and any other relevant information.</li> </ul>	<p>PSPC Service Framework</p> <p>PSPC is undertaking several long term initiatives to improve the accessibility, quality, and timeliness of its services. The majority of our services are at various stages of transformation and updates to more accessible, digital tools are becoming increasing. A Framework has been developed to guide the discussions on our service journey.</p> <p>Leadership Workshop</p> <p>We have been working closely with our DM on a workshop for our senior leaders this fall to harness the momentum of service transformations taking place across PSPC. Our goal is to continue to break down silos, work together and learn from each other while inspiring new service transformations that are digitally-enabled with data and user experience top of mind. This multi-phase workshop is divided into 3 progressive sessions that will build on the outcomes generated in each session. It is expected it will yield:</p> <ul style="list-style-type: none"> <li>A better understanding of what our clients expect from our products or services</li> <li>A cohesiveness and a digital convergence towards common approach to providing services in a client-centric world.</li> <li>An informed understanding of our clients in ways that are broader and deeper and more meaningful to our organization's strategy development processes.</li> </ul>	
<b>3. <u>Issues / Needs:</u></b> <ul style="list-style-type: none"> <li>Briefly describe <b>any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance</b> (e.g. pilot).</li> <li>If available, provide <b>details on problem statement, project scope and targeted outcomes/deliverables.</b></li> </ul>	<p>No issues.</p>	