

# **Service to Business Community of Practice Update**

**For Public Sector Service Delivery Council Meeting**

**February 25, 2016**

**Toronto, Ontario**



# Outline

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# Background

At its September 2015 meeting in St. John's, NL, the PSSDC re-affirmed its support for service to business priority:

- Established service to business as a standing item on all future meeting agendas.
- Transitioned the S2B Taskforce into a permanent Service to Business Community of Practice.
  - Continue to deliver on specific tasks and projects through project teams
- Agreed to pilot new online platform to facilitate collaboration (*Vayyoo Rooms*).

# Background ... Cont'd

Since the St. John's meeting, the S2B Community of Practice has focused on the following areas:

1. Advancing Expedited Business Start Project
2. Piloting *Vayyoo Rooms*
3. Developing plan to utilize ISED's\* Service Lab for Service to Business
4. Preparing to carry out annual progress report to DMs' Table on pan-Canadian BN adoption and expansion

\* ISED refers to the Federal Government's Department of Innovation, Science and Economic Development

# Update: Expedited Business Start (EBS) Project

- In Spring 2015 the PSSDC approved funding for a consultant to carry out EBS research project.
- The ICCS issued RFP and administered the contract.
- Interjurisdictional EBS Project Team continued for this phase of the work:
  - Co-chaired by Manitoba and Nova Scotia
  - BC, SK, MB, ON, QC, NB, NS, ISED, Service Canada, CRA, City of Toronto and City of Winnipeg are members
  - Manitoba served as Project Manager
- With the assistance of the EBS Project Team and additional jurisdictional contacts, the consultant undertook data collection and process mapping during summer 2015, and finalized the report in December 2015.
- The consultant will present their findings to PSSDC at Toronto meeting.

# EBS Research Project Deliverables

The consultant was contracted to deliver the following:

1. Research Methodology
2. Data/information gathering
3. Current-state mapping
4. Analysis of data/information
5. Benchmarking Tool
6. Project final report and summary presentation

# EBS Project Results and Outcomes

- The consultant completed all required deliverables.
- Results include:
  1. Confirmed the recommended components of the EBS service bundle.
  2. Characterized business service delivery context and described applicable business start services for each participating jurisdiction.
  3. Established a set of criteria for assessing business start services and evaluated each service against the criteria.
  4. Developed process maps for each business start service for participating jurisdictions (provided in Word and Visio formats).
  5. Developed benchmarking methodology and tool.
  6. Developed an optimal model for integrated business start services (this was not a required deliverable).
  7. Provided Findings and Recommendations

# EBS Project Next Steps

- EBS Project Team should analyze and provide feedback and advice on the consultant's recommendations.
- Jurisdictions should consider utilizing the report and tools to support their own business service improvements.
  - Process maps
  - Benchmarking Tool
  - Jurisdictional assessments
- The report should be used to inform the next phase of the EBS project, which is the design phase.
  - Utilize ISED's Service Lab for this purpose
  - See Appendix 1 for further details on Project Phases



# EBS Project Next Steps: ISED's Service Lab

- At its September 2015 meeting, the PSSDC conveyed its interest in using ISED's Service Lab for exploring future opportunities for service to business.
- ISED, Service Canada and Manitoba reviewed options and determined the next phase of EBS was an ideal candidate.
- This was endorsed by the FPT DMs Table on Service Delivery Collaboration at its December 2015 meeting and by the S2B CoP.
- The proposed plan is to utilize ISED's Service Lab to:
  - Develop a conceptual design for an EBS service bundle that combines and presents in a user-centric way, the core federal, provincial/territorial and municipal regulatory requirements for starting a business; and
  - Identify real and perceived challenges and barriers to success of EBS, as well as possible solutions to any identified challenges and barriers.
- **PSSDC support for the proposed plan is being requested.**

## Update: Online Collaboration Platform – *Vayyoo Rooms* Pilot

- The S2B Community of Practice has been exploring *Vayyoo Rooms* to assess its suitability for conducting regular meetings and Showcase Presentations.
- The S2B CoP developed business requirements in four main areas:
  1. Online information repository
  2. Collaboration platform for S2B CoP meetings
  3. Multi-media presentations
  4. Live demonstrations of business service systems (Showcase Presentations)

## Update: Vayyoo Rooms Pilot ... Cont'd

- Planning, document preparation and internal testing carried out in October and November 2015.
- Pilot tests were carried out in December 2015 and January 2016.
  - In December 2015 testing and orientation were held with volunteer members of the S2B Community of Practice from British Columbia, Manitoba, Ontario, Nova Scotia and Prince Edward Island.
  - In January 2016, additional testing and orientation was conducted with larger number of members of S2B Community of Practice.
- Although user experience feedback from the volunteer test group was generally positive on the platform's ease of use, data repository capability and user collaboration tools, some challenges were identified
  - Some users (15%) observed system incompatibility from use of older browser software limiting the application's functionality.
  - Slideshow capabilities were limited with use of older versions of MS Office.
  - Some jurisdictions' network security policies restricted access to live presentation application.
  - See Appendix 2 for more details

# *Vayyoo Rooms* Pilot Next Steps

- Vayyoo Rooms' developers are using CoP's feedback to customize/improve the application to fully meet the business requirements.
- To ensure the application fully satisfies the business requirements, further testing is needed.
- **PSSDC support to extend the pilot period to May 2016 is being requested.**

# Approvals Requested

The S2B Community of Practice is requesting that the PSSDC:

1. Receive EBS Project Research and Analysis Report.
2. Approve plan to utilize ISED Service Lab for next phase of Expedited Business Start Project.
3. Extend the timeline for testing of *Vayyoo Rooms* to May 2016.

# Contact Information

For more information, please contact the Co-chairs of Service to Business Community of Practice:

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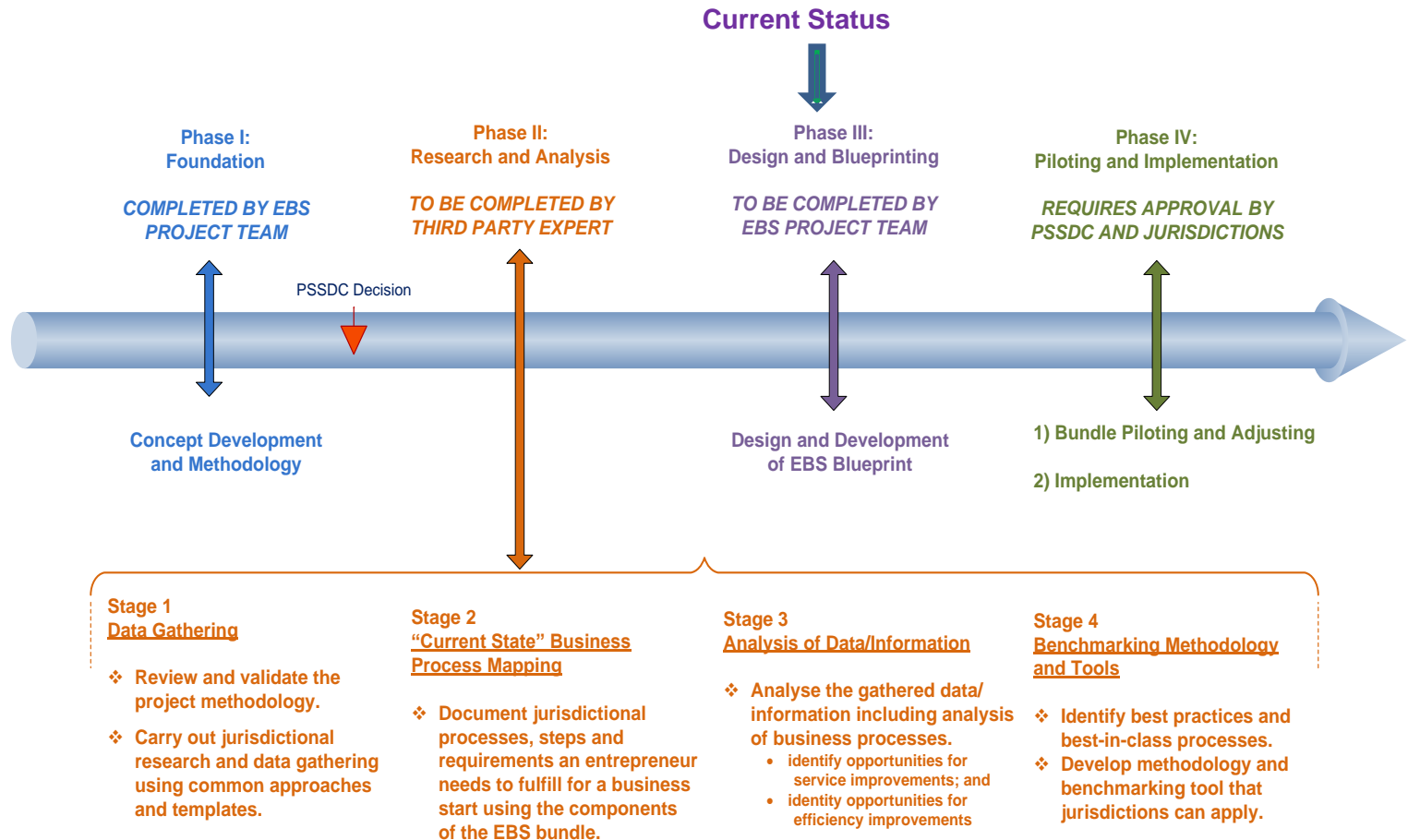
# Appendix 1A: Overview of EBS Project

- Expedited Business Start Project aims to develop common approaches, methodologies, tools and best practices to benchmark and expedite small business start-up processes.
  - Bundle generic, core business start requirements from municipal, provincial/territorial and federal governments for sole proprietorship partnership and corporation business types.
- The project will identify:
  - Practical improvements that can be implemented by jurisdictions.
  - Short, medium and longer term opportunities and benefits resulting from an *EBS Service Bundle*.

## Recommended EBS Service Bundle:

- *Business Number (F/P/T/M)*
- *Business licence (M)*
- *Occupancy permit (M)*
- *Business name registration (P/T)*
- *Incorporation (F/P/T)*
- *Workers comp registration (P/T)*
- *PST/HST registration (F/P/T)*
- *GST registration (F)*
- *Payroll account registration (F)*
- *Corporate income tax registration (F)*

# Appendix 1B: EBS Project Phases and Current Status





## Appendix 2: Vayyoo Rooms Fit for S2B CoP Business Requirements

S2B CoP Business Requirements	Vayyoo Rooms Fit
Online data repository capability	Enables uploading of meeting documentation to the virtual room, which can be organized into desired folder structure (known as <i>widgets</i> ).
Collaboration platform for S2B CoP meetings	Enables display of meeting agenda, upload/download of meeting materials, allows live chat for questions, comments and suggestions about a particular meeting agenda; it also enables assignment and execution reports of to-do lists.
Multi-media presentations	The application has in-built capability to advance slideshows for participants to follow the screen of the presenter, but this feature functions only under newer Microsoft Office software.
Showcase Presentations	The application does not yet have its own in-built functionality that seamlessly enables presentation of a live system. The company has advised this is being developed. Currently, the company sources a third-party application ( <i>join.me</i> ) for this purpose. However, some participating jurisdictions' network security policies limited the use of such a tool.