

JURISDICTION: British Columbia	Contact
Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	
<p><u>Businesses in British Columbia - New Societies Act</u></p> <ul style="list-style-type: none"> • A new Societies Act was passed on May 14th, 2015. • There are more than 27,000 societies in B.C., ranging from small community-based organizations to large charitable organizations. • The current Society Act, which this bill replaces, was enacted in 1977. • The new Societies Act will come into force on November 28th, 2016. • Societies will file documents electronically with the corporate registry. <p>Existing societies must change over to the new Act ("transition") by filing an electronic version of their constitution, bylaws and other core information with the corporate registry by November 28th, 2018.</p>	<p>Carol Prest Executive Director and Registrar, Service BC</p> <p>Ministry of Technology, Innovation and Citizens' Services</p> <p>250-356-8658 carol.prest@gov.bc.ca</p>
<p><u>Victoria Service BC Office</u></p> <p>Following a successful soft launch and ramp up period, the Victoria Service BC office was formally launch in September 2015 with an opening event attended by Minster Amrik Virk, Ministry of Technology, Innovation and Citizens' Services, as well as Mayor Atwell from the District of Saanich, and Mayor Helps from the District of Victoria.</p> <p>The Victoria Service BC office delivers front counter services for 50% of the Ministry of Social Development and Social Innovation (SDSI) case load within the Capital Regional District, as well as Residential Tenancy, BC Registries and Finance tax program services. This represents a milestone in the service transformation journey to provide citizens with an integrated service experience, with Service BC expanding its role by delivering Tier 2 transactional work on behalf of the partner ministry.</p> <p><u>Service BC Offices – Rural Expansion of Services</u></p> <p>Building on the success of the Victoria launch and a detailed lesson learned review, Service BC and the Ministry of Social Development and Social Innovation opened two further integrated centres in November 2015, located in 100 Mile House and Grand Forks, with two further offices planned for early in 2016. In order to facilitate the ongoing transformation of services, a new operating model, called the Point of Contact model, has been jointly developed and implemented. This new model is delivering a more consistent service experience and enables the transition of service between organizations to be seamless from the citizen perspective. Service BC continues to work with partners to develop strategies that leverage opportunities to further integrate and simplify the citizen experience across the Province.</p> <ul style="list-style-type: none"> • On November 30th, 2015, Service BC and SDSI launched a partnership delivering Tier 2 services to clients in both Grand Forks in the West Kootenay, and 100 Mile House in the Caribou. • The Service BC Partnership with SDSI will be moving forward once again with two more offices taking on SDSI Tier 2 services. It is anticipated that Dawson Creek will provide the service from February 29th, 2016. Then just a month later, on March 28th, Fort St. John will also begin providing Tier 2 SDSI services to our mutual clients. 	<p>Ron Hinshaw Executive Director, Service BC</p> <p>Ministry of Technology, Innovation and Citizens' Services</p> <p>250-356-2031 ron.hinshaw@gov.bc.ca</p>

<p><u>Organ Donor Awareness Program</u></p> <p>To increase organ donor awareness and registration throughout the province, actively engaging customers.</p> <ul style="list-style-type: none"> • After a successful three-month pilot in the fall of 2014, the Service BC and BC Transplant partnership launched an organ donor awareness program in all 62 Service BC offices on April 1st, 2015. • To launch this program, a thorough training package was created, and is now being shared with other organizations. • To measure the success of this program, a system was designed to track monthly statistics of each office. • To increase program performance, donor recipients visited over 20 offices to share how organ donation has improved their lives and the lives of their families. • Ministry Executive and BC Kidney Foundation Representatives recognized SBC staff for their work through celebration events in all 62 offices. • With the implementation of this program, BC Transplant has realized a 36% increase in registrations over the five-year average between April and December 2015. <p>This program is now being considered by ICBC to join partnership.</p>	<p>Ron Hinshaw Executive Director, Service BC</p> <p>Ministry of Technology, Innovation and Citizens' Services</p> <p>250-356-2031 ron.hinshaw@gov.bc.ca</p>
<p><u>Enterprise Business Architecture</u></p> <p>The Deputy Minister's Council for Transformation and Technology (DMCTT) asked that an Enterprise Business Architecture (EBA) be developed to align the service needs of our citizens with the Province's strategic business objectives and future IMIT investments. Specifically, the EBA delivered:</p> <ul style="list-style-type: none"> • A record of enterprise level business and technology decisions that government has made to support the execution of its strategic directives and service transformation • A unifying business and IMIT framework that strengthens corporate decision making and reduces risk when making investments in digital services <p>Alignment is measured against:</p> <ul style="list-style-type: none"> • Strategic Alignment-to gauge alignment with government's key strategy documents (BC Technology Strategy, Citizen @ the Centre, Being the Best 2.0) and their related principles or goals • Business Alignment-to assess alignment with government's overarching business ecosystem to ensure the services we develop meet the needs and expectations of citizens and employees • OCIO Strategy Alignment-to measure alignment with the OCIO's 5 pillars which set the direction for new technology adoption in the province. Initiatives will consider the applicability of the pillars as part of the solution 	<p>Stephen Gidden Director, Enterprise Architecture and Standards Development</p> <p>Ministry of Technology, Innovation and Citizens' Services</p> <p>250-415-0340 stephen.gidden@gov.bc.ca</p>
<p><u>DataBC</u></p> <ul style="list-style-type: none"> • Work on the <u>BC Developers' Exchange</u> continues. Organizations such as BC Assessment, the Queens Printer and the Province are actively collaborating with developers to create real-world tech solutions to business needs. <ul style="list-style-type: none"> ○ Create an API specification to deliver property assessment data ○ Find improvements to the code to better deliver provincial legislation ○ Co-develop enhancements to improve the functionality of engage.gov.bc, the Provinces' WordPress engagement platform. • Co-hosted national conference on Spatial Data Infrastructure. Over 60 governments, industry and academic institutions came together to help create a technology network that shares geospatial data and information across public sector organizations and improve public access to this data and information. • Updated the delivery and expanded the breadth of the Provinces' Web Map Services. Added over 500 new map layers, improved the findability of the services and improved licensing clarity to reduce confusion over permissions for use. 	<p>David Wrate Director, Design Strategy</p> <p>Government Communications and Public Engagement</p> <p>250-588-9231 david.wrate@gov.bc.ca</p>

<p><u>BC Services Card Program</u></p> <ul style="list-style-type: none"> • Into year three of five-year card roll-out with 2.88M BC Services Cards issued as of December 31, 2015. • Card currently being used by citizens as CareCard replacement and identity credential. • Several active onboarding opportunities underway: <ul style="list-style-type: none"> ○ Land Title & Survey Authority – myLTSA portal ○ Ministry of Finance - Biller Direct ○ Ministry of Finance - PayBC ○ Provincial Health Services Authority - CareConnects ○ Ministry of Education - Student Transcript Service. ○ Ministry of Technology, Innovation & Citizens' Services – BCeID Biometrics, to be used by Justice for the Okanagan Correctional Centre • Created a BC Services Card “Onboarding Kit” website to assist organizations wanting to use the BC Services Card Identity and Authentication Service. • Developed a mobile card reader application for Android devices. This will be made public in the Google Play Store in the first quarter of 2016. • Trained staff in 15 Service BC offices for issuance of passcodes to citizens. All Service BC offices to receive final training by June 2016. • Prepared the program to be operationally ready to support the onboarding services and citizens using the card to access the services. 	<p>Sophia Howse Executive Director, Provincial IDIM Program, Office of the CIO</p> <p>Ministry of Technology, Innovation and Citizens' Services</p> <p>250-213-7855 Sophia.Howse@gov.bc.ca</p>
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<p><u>Service Delivery Redesign</u></p> <ul style="list-style-type: none"> • A child protection worker recruitment process was designed and implemented to alleviate pressure on hiring managers while expediting hiring to important front-line positions, including a special regular recruitment for hard-to-recruit locations. 117 child protection social workers were hired in 2015, with a further 67 offers in process. 24 hires were for hard-to-recruit locations. • The Provincial Mobile Response Team that deploys staff to understaffed communities was expanded. A volunteer roster was also created that includes fully delegated social workers who travel to communities for shorter periods to provide integral child protection services. • Ongoing implementation of provincial centralized screening for child protection which will become the 24/7 operation for all service delivery areas across the province by end of this fiscal year. • Began the design of a centralized service hub, which will take more workload off the local front lines and create greater efficiencies in delivery of services. <p>Corporate Priorities</p> <ul style="list-style-type: none"> • The implementation of 78 Child and Youth Mental Health Intake Clinics. • The evaluation of Caregiver Support Networks in communities around the province. • Implementation of a Rapid Response Team in the Vancouver Downtown Eastside, in collaboration with other providers, to assist youth who are more resistant to services. <p><u>Digital Service Delivery</u></p> <ul style="list-style-type: none"> • Telephony – The ministry implemented a new telephony system across 6 areas that deliver specialized programs across the province. The new system features: <ul style="list-style-type: none"> ○ An option to leave a phone number for a call back – so people aren’t using up cell minutes waiting on hold. ○ Wait-time announcements for callers entering the phone system. ○ System capability to notify supervisors if calls or wait times exceed a service standard established by the program area. • Forms Review – Child Care Subsidy conducted a review of its application form in summer 2015; the new form is set to be launched in spring 2016: <ul style="list-style-type: none"> ○ Easy to understand instructions and checklists for applicants. ○ Streamlined form will become the basis of a new online interview-style application. • Online Child Care Locator – The ministry is developing a comprehensive interface to support families seeking child care in their communities (launch in March 2016): <ul style="list-style-type: none"> ○ Single source of province-wide licensed child care information. ○ Parents can use a range of criteria to search for child care by type, location, services, and programs. ○ Child care providers will be able to edit their profiles and change information through an online interface. <p>Provincial Deaf and Hard of Hearing Services now has an emergency container on-site that will support them being well coordinated to serve the unique needs of their residential clients in the event of an emergency.</p>	<p>Allison Bond Assistant Deputy Minister, Service Delivery Division</p> <p>Ministry of Children and Family Development</p> <p>250-387-3810 Allison.Bond@gov.bc.ca</p> <p>Christine Massey Assistant Deputy Minister, Policy and Provincial Services Division</p> <p>Ministry of Children and Family Development</p> <p>250-387-7090 Christine.Massey@gov.bc.ca</p>
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<p><u>Service Delivery Transformation</u></p> <p>The ministry of Social Development and Social Innovation transitioned from a regional model to a provincial service delivery model:</p> <ul style="list-style-type: none"> • The ministry has fully operationalized its provincial service delivery, which harmonizes access to service across the province. The model leverages technology, and staff work from a centralized queue. The model also includes changing how office service requests are processed and actioned, as well as changes to the way work is managed. • These changes were made to improve service, maximize resources and provide consistent and standard practices that will increase public confidence and provide staff with a clear understanding of roles and expectations. • The ministry anticipates that clients will benefit from transparent service expectations and confidence in knowing their needs will be met, and when this will occur. In addition, they will enjoy a common experience regardless of their geographical location. • In Spring 2016, the ministry will introduce a new 10am – 6pm shift in the Contact Centre. The new shift will support the ministry in clearing the phone queue each day which means callers who choose the call back option may receive a call back up to 6pm on weekdays. (Incoming calls will remain as 9 a.m. to 4 p.m. PST, weekdays except statutory holidays) 	<p>Raymond Fieltsch Executive Director, Service Delivery Division</p> <p>Ministry of Social Development and Social Innovation</p> <p>250-356-2220 Raymond.Fieltsch@gov.bc.ca</p>
<p><u>My Self Serve (MySS) – Online Portal</u></p> <ul style="list-style-type: none"> • My Self-Serve is available provincially and modernizes ministry services by offering individuals more flexibility in how, when and where they access ministry services – increasing convenience, self-sufficiency and independence. • Registered clients can self-serve for the following: access file information 24/7, including their monthly cheque amount and payment method; find status of their monthly report (stub) and annual earnings exemption limit; receive important reminders and messages from the ministry; upload documents, reply to worker messages, print a confirmation of assistance, and finalize registration via telephone. The online portal also offers these clients the option of submitting a monthly report (stub) online: • Benefits for clients/staff include: <ul style="list-style-type: none"> ○ Reduced office visits and calls ○ Reduced paper handling ○ Streamlined processes by leveraging technology to automate routine work ○ Refocused staff effort on higher value, more complex work ○ Reduced postal costs ○ Reduced wait times and repeat calls • As of December 2015 there were approximately 18,000 clients registered for MySS and the ministry has finalized Phase 3 enhancements that will become available to clients March 2016. 	<p>Raymond Fieltsch Executive Director, Service Delivery Division</p> <p>Ministry of Social Development and Social Innovation</p> <p>250-356-2220 Raymond.Fieltsch@gov.bc.ca</p>

<p><u>StudentAid BC</u></p> <ul style="list-style-type: none"> • StudentAid BC (SABC) provides student financial aid to approximately 70,000 students studying in BC, across Canada and abroad each year. In doing so, SABC processes more than 96,000 applications per year, as well as receiving approximately 125,000 requests for information across its phone channel. • The SABC website had about 860,000 visitors who generate more than 25 million page views in 2015 • To address the identified constraints and issues of the current state of SABC, in January 2013, the Ministry of Advanced Education (AVED) initiated the Modernizing StudentAid BC (MOD-SABC) initiative. • The first phase of MOD-SABC ran from January 2013 to May 2015. • Phase I of the MOD-SABC initiative has: <ul style="list-style-type: none"> ○ Reduced the application processing time for returning students from 18 days to 2 days; ○ Reduced paper documents from 405,000 to 40,000 each year (90% reduction); ○ Created a more interactive experience for students and institutions utilizing mobile device friendly forms and interfaces; ○ Students can now access the website via a mobile device (About 24% of website visitors utilized a mobile device); ○ Helped students and families make better informed educational choices; ○ Improved information and data analytics to enhance government decision-making; ○ Reduced the number of printed Student Financial Aid applications from 23,000 to 5,000/year; ○ Implemented online correspondence within the SABC Portal; ○ Received Canadian Advanced Technology Alliance’s Cloud Computing Innovation Award for Excellence in the Public Sector – 2014; and ○ Received a BC Premier’s Award for Organizational Excellence – 2015. 	<p>Daryn Martiniuk Executive Director, StudentAid BC</p> <p>Ministry of Advanced Education</p> <p>250-356-5277 Daryn.Martiniuk@gov.bc.ca</p>
<p><u>FrontCounter BC</u></p> <ul style="list-style-type: none"> • Built upon the scope of services provided through FrontCounter BC as the single point of service for Natural Resource Sector clients. • Made more applications for natural resource sector authorizations available on-line for electronic submission and payment. Added the suite of fish and wildlife applications in April 2015 and the application for Groundwater licences will be live in February 2016. <p>Enhanced and grew the number and types of services available through the FrontCounter BC Contact Center. This includes assistance with completing and submitting electronic applications, taking payments over the phone for application and bill fees, and being the single point for Natural Resource Violation reports for the public.</p>	<p>Jamie Jeffreys Director, FrontCounter BC</p> <p>Ministry of Forests, Lands and Natural Resource Operations</p> <p>250-828-4417 Jamie.jeffreys@gov.bc.ca</p>

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

Personalized service – My Account

The Service Delivery Board is currently developing a project to implement My Account for citizens and businesses. This will give citizens and businesses in BC a single place to manage their preference, tombstone data and interactions with government. This will radically change the citizen experience and is designed to be a key enabler in the continued journey towards digitally enabled government services. This will help reduce red tape and frustration for citizens, giving them more visibility and control over their interactions.

Currently, concept documents, journey maps and user experience wireframes are being developed to fully describe and understand the experience; then an agile development approach will be used to deliver the solution, which leverages modern tools and integrates with existing legacy and corporate systems whilst delivering a user focused and simple experience, that also protects the individual's or business's security and privacy.

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Service Delivery Improvement for Businesses

The Service Delivery Board for business (SDBb) is focused on the improvement of service delivery to businesses. In the fall of 2015, the SDBb catalogued the activities and initiatives within the BC Public Service that were aimed at streamlining and improving service delivery. Also, a scan of Canadian and international jurisdictions occurred to research the best practices of service delivery for business. The findings of these reports helped form the vision and priorities for the SDBb to improve government service delivery to businesses.

Businesses in British Columbia - Expansion of the Business Number

- BC has changed the governance structure for OneStop and the Business Number (BN) to align with the establishment of the Service Delivery Board for business.
- In terms of expansion of the Business Number, BC has implemented the changes required to onboard the Natural Resource Sector in early 2016. The Natural Resource Sector includes 6 ministries that will all use the BN as the unique identifier for businesses operating in the sector.

We're modernizing our registry services to add a digital identity service, using the business number to verify business registration information. This will build on the BC Services Card to allow the right person, such as the principal on file with registry services for a given company registration, to provide verified business registration information as digital information from BC registry services. This is important in a wide range of processes where businesses are enrolled as the clients for public services. One example is the corporate clients of our Natural Resource Sector – forestry, mining, energy, recreation, etc.

Businesses in British Columbia - New Societies Act

- A new Societies Act was passed on May 14th, 2015.
 - There are more than 27,000 societies in B.C., ranging from small community-based organizations to large charitable organizations.
 - The current Society Act, which this bill replaces, was enacted in 1977.
 - The new Societies Act will come into force on November 28th, 2016.
 - Societies will file documents electronically with the corporate registry.
- Existing societies must change over to the new Act ("transition") by filing an electronic version of their constitution, bylaws and other core information with the corporate registry by November 28th, 2018.

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<p><u>Contact Centre Consolidation and Transformation Project</u></p> <p>The Contact Centre Consolidation and Transformation Project is the execution of Service BC's Contact Centre Strategy in support of Cabinet's direction to consolidate contact centres in government to improve citizen access. This initiative also supports the reduction of red tape for citizens, reducing their frustration and increasing government efficiency.</p> <p>Service BC will be procuring a new contact centre solution in the spring of 2016 to execute the implementation of the new and enhanced corporate contact centre model, which strives to balance the most efficient and cost effective means to deliver contact centre services with maintaining high citizen satisfaction levels.</p> <ul style="list-style-type: none"> • For citizens and businesses, the future-state contact centre model is one with seamless transitions and a consistent quality service experience between channels and business areas. Citizens want convenience, value, and trust. They want a personalized experience using real-time information across channels, tiers and services. They want to tell their story once and receive resolution. • For ministry partners, the future-state contact centre model adds value by enabling the ministries to focus their expertise on complex service delivery. With the future-state model as the first point of contact for self-serve, informational and appropriate transactional inquiries, duplications in resource efforts are removed, enabling higher-skilled complex-services staff to focus on complex service supports. • For government, the future-state contact centre model adds value by taking a whole-of-government approach to service delivery, leveraging existing technologies, maximizing staffing resources and expertise, focusing skilled staff on complex work, reducing service duplications, supporting government strategic priorities and realizing efficiencies and cost savings. 	<p>Adriana Poveda Director, Service BC</p> <p>Ministry of Technology, Innovation and Citizens' Services</p> <p>778-698-2090 adriana.poveda@gov.bc.ca</p>
<p><u>PayBC</u></p> <ul style="list-style-type: none"> • The PayBC vision is to streamline and standardize business processes and provide one consistent payment solution for citizens and businesses. • The PayBC Project's purpose is to enable the BC Government to have standardization of invoices and accounts, and to facilitate a standard payment experience for citizens and businesses, as well as standard processing for government staff. • The solution will support multiple payment channels and will provide a standardized corporate online payment front-end applet for clients. PayBC will build functionality for all accounts receivable (AR), payment and revenue management requirements, and will leverage Provincial Treasury's electronic payment service, which provides for the payment interchange between the banks and government. PayBC will use government's identity management solutions (BCeID, BC Services Card, etc.). • The solution will be implemented in June 2016 and will offer payment options for a small number of services; however the service will expand over a period of years. 	<p>Stu Hackett Executive Director, Strategic Support Services, Service BC</p> <p>Ministry of Technology, Innovation and Citizens' Services</p> <p>250-952-9585 stu.hackett@gov.bc.ca</p>

<p><u>BC Services Card – Onboarding Services</u></p> <ul style="list-style-type: none"> • Continue working with BC Services Card Program partners – the Ministry of Health and ICBC – to complete card issuance to all eligible BC residents by 2018. • As per our Minister’s direction, focus on implementing two high value services using the BC Services Card online authentication service. • Continue to work with government and broader public sector clients regarding potential opportunities to expand use of the BC Services Card, such as: <ul style="list-style-type: none"> ○ Ministry of Advanced Education - StudentAid BC ○ Ministry of Advanced Education - Transcript Exchange Service ○ Ministry of Education - MyEducation BC ○ Ministry of Justice - Court Services Digital Program ○ Ministry of Children & Family Development - Service Provider Portal • Expand mobile authentication options to offset card reader/passcode issuance • Continue to be a key participant and contributor to the Pan-Canadian Digital Ecosystem • Continue to engage the public on this journey to build understanding, support and trust, and to obtain their input on usability 	<p>Sophia Howse Executive Director, Provincial IDIM Program, Office of the CIO</p> <p>Ministry of Technology, Innovation and Citizens’ Services</p> <p>250-213-7855 Sophia.Howse@gov.bc.ca</p>
<p><u>My Self Serve (MySS) – Online Portal</u></p> <p>In March 2016, the ministry will be introducing Phase 3 of MYSS. Enhancements will include:</p> <ul style="list-style-type: none"> ○ MYSS provides clients with convenient and secure access to their personal case information including: their current T5 statement, status of their service requests submitted online, remaining Annual Earnings Exemption amount, their current Employment Plan and personal contact information on file. ○ MYSS users benefit from prompt communication from the Ministry as information on an individual’s case or ministry programs can be sent to clients via MYSS messaging, rather than through the mail. ○ Improvements to the overall look and feel of MYSS make it easier for clients to navigate through the site and find the information they need. ○ MYSS notifies a client when they’ve made a successful online submission. Clients will receive an automatic confirmation message when they submit any of the following: service requests, monthly reports, required documentation and employment plans. ○ MYSS welcomes client and stakeholder feedback. It’s easy – provide feedback via the Contact Us tab. • The division will continue to hone its d focus on continuous improvement, supported by enhanced data reporting and analysis • Implementation of Workforce management software 	<p>Raymond Fieltsch Executive Director, Service Delivery Division</p> <p>Ministry of Social Development and Social Innovation</p> <p>250-356-2220 Raymond.Fieltsch@gov.bc.ca</p>

<p><u>Reconciliation Work with Aboriginal people</u></p> <ul style="list-style-type: none"> Delivering on the recommendations of the Truth and Reconciliation Commission of Canada. Improving safety, well-being and permanency outcomes for Aboriginal children and youth in care <p>Permanency</p> <ul style="list-style-type: none"> Focus on improving permanency outcomes for children and youth in care Propose and implement regulatory changes to the Agreements with Young Adults program to further support their successful transition to adulthood <p><u>Service Delivery Redesign</u></p> <ul style="list-style-type: none"> Implement and evaluate a new Service Delivery Redesign Ensure consistent and accessible services to Children and Youth with Special Needs <p><u>Digital Service Delivery</u></p> <ul style="list-style-type: none"> Online self-serve client portal for Autism Funding and Child Care Subsidy programs: <ul style="list-style-type: none"> Implementation is scheduled for late fiscal 2016/17. Clients will be able to apply for benefits, submit documentation, and check the status of their applications 24/7 through an online interface. Clients and program area staff will be able to communicate directly about services, missing documents, and other information through the portal. Streamlining the Ministry's web presence: <ul style="list-style-type: none"> Aligning Provincial Services' web pages with the government's digital strategy for greater consistency and accessibility. Incorporating plain language, ease of navigation, and comprehensive search functionality to support citizens seeking information and services. <p><u>Performance Measurement</u></p> <ul style="list-style-type: none"> Service Analytics – Child Care Subsidy developed baselines and key performance indicators for its service delivery systems: <ul style="list-style-type: none"> The program area will have a holistic data collection framework and key performance indicators by which to measure its service delivery and impacts of changes made anywhere within the framework. The prototype of this project will be transferrable to other program areas to better inform decisions around service transformation. <p><u>Partnerships</u></p> <ul style="list-style-type: none"> Forging partnerships with frontline service delivery agencies (i.e. Service BC): <ul style="list-style-type: none"> This would expand service delivery channels, and increase options for citizens engaging with government. There would be a correlated reduction in wait times at contact centres. 	<p>Allison Bond Assistant Deputy Minister, Service Delivery Division</p> <p>Ministry of Children and Family Development</p> <p>250-387-3810 Allison.Bond@gov.bc.ca</p> <p>Christine Massey Assistant Deputy Minister, Policy and Provincial Services Division</p> <p>Ministry of Children and Family Development</p> <p>250-387-7090 Christine.Massey@gov.bc.ca</p>
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<p><u>StudentAid BC</u></p> <ul style="list-style-type: none"> Phase II of the MOD-SABC initiative is a business transformation project that is enabled by technology and will run from December 2015 to March 2019. The goals of Phase II include: <ul style="list-style-type: none"> Continuous improvement of the quality of service experiences for students, their families and educators; Increase the alignment of advanced education and skills training with labour market demands; Increase the effectiveness of decision-making for all external and internal stakeholders; Improve the provision of cost-effective and flexible student financial assistance services; Decrease loan defaults and government exposure to financial and operational risks; and Reduce business risk of technology failures by replacing or implementing systems with improved capacity. SABC is presently engaged in a detailed Enterprise Business Architecture process that will define the “Should Be” Business State, document the requirements (policy, organizational, and technical) necessary to achieve this vision and prepare the Ministry for procurement. Following these activities, SABC will have greater clarity on subsequent activities, timelines and costs to implement the vision. This work will enable the Ministry to make fully informed decisions on whether and how to proceed. In support of the transformation, this Phase will produce the following IT assets: <ul style="list-style-type: none"> A policy rules engine (award assessment); An improved Student Information System (replacing the existing Student Financial Aid System); and A Business Intelligence and Data Analytics system. 	<p>Daryn Martiniuk Executive Director, StudentAid BC</p> <p>Ministry of Advanced Education</p> <p>250-356-5277 Daryn.Martiniuk@gov.bc.ca</p>
<p><u>FrontCounter BC</u></p> <p>Key priority is to enhance the services available through all service channels by:</p> <ul style="list-style-type: none"> continuing to build upon the services offered through each office location and to equip all offices with the right tools. Eg. Upgraded Community access terminals. Continuing to build upon the scope of services provided through the FrontCounter BC Contact Center and enable more telephone services to support clients in remote areas. Working in close partnership with the Natural Resource Permitting Project (NRPP) team to streamline the authorization processes and enhance the online systems and tools available to clients of the natural resource sector. <p>Working in close partnership with NRPP to implement, launch and provide staff and client support for using the enhanced tools and systems.</p>	<p>Jamie Jeffreys Director, FrontCounter BC</p> <p>Ministry of Forests, Lands and Natural Resource Operations</p> <p>250-828-4417 Jamie.jeffreys@gov.bc.ca</p>

Issues and Needs: Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.

BC Transplant

- Promote the adoption of similar programs across provincial jurisdictions.

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Personalized Service

- Information sharing with other jurisdictions on approach and lessons learned.

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My Self Serve (MySS) – Online Portal

- Continuing to explore opportunities to leverage the purchasing power of service delivery partners to obtain more economic unit pricing (e.g., contact centre and workforce management software)

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Issues that present potential or continual challenges

- Balancing the changing needs and expectations of clients and citizens, the increasing complexity of client needs, the challenge of service channel migration and integration (ie. delivering digital self-service options while balancing the need for telephone and face to face interaction) and prudent use of limited resources and eroding program dollars continue to challenge the ministry.
- Legislative and regulatory changes may be needed to enable some of the service transformation identified above, which in turn may delay progress and timelines.

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