



PSSDC Information-Sharing Template

JURISDICTION: MSDO

DATE: February, 2016

		Contact
1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	<p>The MSDO as an organization continues to focus on increasing its membership's value. There are almost 45 large, medium and small municipal members from 7 provinces across Canada. MSDO is governed by an 8 member Board of Directors. In 2015 we achieved several major accomplishments:</p> <ul style="list-style-type: none"> - Finalizing a formal partnership with the Institute for Citizen Centred Service (ICCS) which provides mutual benefits including MSDO member discounts on ICCS training and products - Welcomed three new municipal members – City of Ottawa, (ON), City of Sarnia (ON) and City of St. Albert (AB) - Facilitated half day session with members as part of business planning - Successful conference in October 2015 (Toronto ON) focused on working and learning together (Highlights – virtual presentation with Janet Hughes re: UK Government Digital Strategy, Service ON Digital Strategy, Digital Presentations from City of Mississauga, Region of Peel, City of Hamilton, Region of Waterloo and City of Kitchener, Citizens First 7, Tours of Service Brampton and Toronto 311 and Authentication and Identity Management) 	



<p>2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<p>In-person board meeting in February to continue input into MSDO's Business Plan</p> <p>MSDO Annual Conference and AGM to be held in St. John's Newfoundland, the week of September 26th. Expecting high participation due to unique hosting destination. Theme for conference to be determined in the upcoming month.</p> <p>Continue affiliation with other organizations such as Institute for Citizen Centered Service (ICCS), Public Sector Service Delivery Council (PSSDC) and Municipal Information Systems Association Canada (MISA).</p> <p>Extending MSDO affiliate memberships with MSDO to Service Canada (ON Region), Service ON, Service MB and Service NF and open to other provincial and federal partners.</p> <p>Continue focus on retaining and growing the municipal membership through delivering value to the members (webinars, members' forum, conference, etc.).</p> <p>Be highly visible, sustainable and recognized association of engaged members collaborating to promote municipal service delivery excellence in Canada. Our Mission is to accomplish this by providing members with:</p> <ul style="list-style-type: none"> - Access to information, resources, best practices and like-minded municipal service professionals - A strong municipal voice in broader public service improvement initiatives - A sustainable association that meets their needs - Promising practice sharing and networking - Advocacy 	
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<p>3. 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.</p>	<p>Opportunity to support the growth and professionalism of municipal service delivery.</p> <p>Ability to participate in discussions with federal, provincial and municipal counterparts involving service delivery improvements, including discussions on identity management and authentication, single business number and service to business, digital service delivery and integrated community-based service delivery.</p> <p>With a growing membership representing most major municipalities from across Canada – the ability to influence and offer the municipal voice on service delivery issues at a national level.</p>	
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