



PSSDC Information-Sharing Template

JURISDICTION / ORGANISATION:

Federal / Public Services and Procurement Canada (formerly Public Works and Government Services Canada)

DATE:

December 22, 2015

		Contact
1. Accomplishments: Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.	<ul style="list-style-type: none"> ✓ We developed a multi-year Service Strategy to outline the Department's specific commitments and approach to managing and improving services. ✓ We updated the Department's service inventory to contain key data elements and metrics about its services (e.g. channel, client, volume) to better support informed and integrated service management decision-making. ✓ We held a successful Client Service Week in November 2015 that included a half-day Forum for Clients. The Forum provided an opportunity to obtain information on departmental services, attend interactive information sessions, and strengthen business relationships. The half-day session for employees included a Client Panel providing insights on services provided and possible improvements. ✓ We held our 6th client service conference called "Contact" in January 2015. The event strengthened internal client service community and reinforced the role it has to play to achieve excellence. ✓ We published "Our Services, Standards and Results" covering 2015-16 and featuring key departmental services and initiatives; efficiency indicators; benchmarking information; client satisfaction; and, 2014-2015 results by client. ✓ We have used common questions in key client satisfaction surveys in order to improve business intelligence and reinforce client service. 	<p>Réa McKay, Director General, Service Integration Sector, Integrated Services Branch Public Services and Procurement Canada</p> <p>155 Queen St., 5th Floor Ottawa, On, K1A 0S5 613-992-2999</p>

	<ul style="list-style-type: none"> ✓ We've made progress in e-enabling our services – 82% of the 65 services are e-enabled based on an end-to-end approach that spans three phases (initiation, delivery and invoicing). ✓ To enhance client service culture and awareness of departmental tools on client service excellence and promote discussions on the topic, we have developed a deck presented to managers and employees across the department. 	
2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	<p>The top service delivery are to priorities are to: 1-<i>Engage Clients Early and Continuously</i>; 2- <i>Enable Employees at All Levels to Foster Service Excellence</i>; and, 3-<i>Offer Integrated and Effective Solutions</i>. Specific initiatives that will be carried out to support the priorities include:</p> <ul style="list-style-type: none"> • Expand the Client Relationship Management (CRM) approach and collaboration and develop a supportive and integrated CRM system • Strengthen partnerships with clients through strategic agreements, continuous engagement and collaborative risk management • Revise, streamline and publish service standards and results for services offered to OGDs, Canadians, businesses and internal services providers • Go beyond consulting and aim to co-design new services and improvements to existing services. • Optimize client satisfaction measurement tools and use client feedback to continuously improve service delivery • Apply policies consistently across the country while maintaining operational flexibility • Foster networking and collaboration through strengthened engagement networks • Enhance learning and development opportunities regarding service-related knowledge, client-service excellence and suite of services at the commencement of employment and on a regular basis • Adopt Lean Management principles aimed at reducing costs, improving quality and timeliness, improving usability and integrating service channels • Develop integrated solutions • Align service transformations to maximize collaboration and synergies • Expand and promote e-services, where appropriate 	

<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>	<ul style="list-style-type: none"> ✓ We are ready to share our client service competency that has been integrated with all HR process including staffing, performance management and training. ✓ We would like to know more from the Council on: how to deal with inconsistencies in service delivery in an organisation that has many locations across the country; best practices to better improve the measurement of performance and application status in real time. 	
---	---	--