

1. Accomplishments:
Highlight the main service delivery accomplishments and/or the major steps taken in your jurisdiction over the last 6 to 12 months.

PSSDC Information Sharing Model – February 2016

Jurisdiction: Quebec

February 8, 2016

Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS) services

Forward-looking projects for businesses: The ministère de l'Économie, de la Science et de l'Innovation (MESI) and the MTESS have developed Services Québec – Entreprises. Services Québec – Entreprises is the sole portal through which Services Québec can offer frontline service delivery (web, email and telephone) to respond to requests from businesses. La Zone entreprise is integrated into the Services Québec – Entreprises website and lays the groundwork for innovative online administration, by providing businesses with centralized online services of a transactional nature, allowing them to manage their government interactions all in one place, without having to deal with the government's administrative structure. La Zone entreprise provides users with online access to the benefits, products and services provided by partner departments and agencies, through a secure session (a single authentication by password). To date, deliverables for La Zone entreprise have been in keeping with the set timelines and budgets.

- **A new consultation with the Panel d'entreprises:** In October 2015, the MTESS consulted its business panel again—this time to solicit the group's advice on which services might be of interest to them in a secure government site. The results of this consultation will fuel efforts to improve the services available for businesses.
- **Streamlining government websites:** Over the past few months, the government has worked to streamline its websites. We have identified some 800 informational and transactional sites. At the MTESS, we have 60, and we hope to reduce that number to 20 or so.
- **A governmental information technology (IT) strategy:** In June 2015, the government unveiled its *Stratégie gouvernementale en technologies de l'information (TI) : rénover l'État par les TI* [government IT strategy: revamping the state through IT]. It includes various measures that are grouped into four categories, including one that aims to bridge the gap between government and the public. Through this strategy, the government hopes to increase use of technology to improve contact between government, the public and businesses, particularly by aiming for a single government authentication solution, as well as by making it easier to access services online. It will also aim to provide services using an increased focus on digital tools rather than traditional ones.
- **New municipalities are using BizPal:** Between July and December 2015, more than 40 municipalities agreed to join BizPal. We now number nearly 115.

Registrar of Civil Status (DEC) services

- **Rollout of DEC*Clic!* Comptoir in certain regional MTESS offices:** Over the past few months, the DEC has continued to rollout the DEC*Clic!* Comptoir service in regional MTESS offices that offer civil status services. On December 31, 2015, the service was deployed at 17 offices, as well as at DEC locations in Québec City and Montreal.

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2. Priorities:

Briefly describe what your organization considers as a **main priority/initiative in the next 12–36 months.**

- **Improving single declarations to simplify the process for the public:** Agreements aimed at improving the DEC's single declarations were made in Spring 2015 with new partners. In addition to making it easier for the public to access government programs and services, these information exchange agreements allow departments and agencies to be more efficient and economical when processing requests. The DEC is making efforts to draw up new agreements in order to improve its single declarations.
- **Gradual rollout of electronic declarations of birth and death:** Over the past few months, and in collaboration with health institutions and funeral directors, the DEC has begun the gradual rollout of online services that will allow declarations of birth and death to be processed electronically. The purpose of these projects is to modernize civil status services by improving the efficiency of the registration process while reducing processing times and risks of errors, and by making things easier for the public. On November 30, 2015, 18.5% of declarations of birth and 44.5% of declarations of death were issued online through these services.

MTESS services

- **Services Québec, the portal for government services throughout Québec:** In its August 2015 report, the Commission de révision permanente des programmes highlighted the importance of simplifying interactions between government, the public and businesses. To achieve this, the government hopes to offer integrated service delivery to the public and to businesses, in the mode of their choice (service desk, telephone, web). The goal is to promote the development of a one-stop shop that will be more efficient and effective both for the public and for businesses, paying particular attention to regions. The very essence of public service work—for management and for staff—is to provide quality services to the public and to seek the best interest of the people. Services Québec will therefore be called upon to become the portal to government services for the public and for businesses throughout the province of Quebec:
 - a single network of government service desks, present in all regional county municipalities and reaching more than 90% of the population within a 50km radius;
 - a single telephone number for the public and a single telephone number for businesses wishing to access government services;
 - quick and easy access to all government services on the web and in mobile version through Québec Portal.

DEC services

- **Implementation of a Quebec identity and address service:** In collaboration with the Régie de l'assurance maladie du Québec (RAMQ), the DEC will continue efforts to implement a Quebec identity and address service. This solution will allow the MTESS to improve management of this data by focussing on using existing government assets.
- **Rollout of the DEC*lic*! Comptoir service:** Given the successful setup of the DEC*lic*! Comptoir service in certain MTESS regional offices, the DEC will complete the rollout in order to extend this service offer to the Chibougamau office in 2016.
- **Data sharing agreements with the other provinces:** The Registrar of Civil Status expects to continue working toward implementing information exchange agreements with its counterparts in other provinces to update registries when births, deaths, and changes of name or designation of sex of persons in the registry in one province occur in another province.

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<p>3. Issues and needs: State the issues regarding service delivery that you would like to share with the Board and the type of assistance that you may need from PSSDC.</p>	<p>For the MTESS as a whole, the following issues are imperative for improving delivery of public services:</p> <ul style="list-style-type: none"> • departments' and agencies' support for expertise- and resource-sharing with a view to delivering services better suited to the needs and expectations of the public and businesses; • best practices regarding multimodal and multiservice one-stop portals and calculation of the profits. • systems interconnection for the sharing of certain data to reduce the number of times that the same information is requested of individuals and businesses. <p>Finally, trends regarding mobility (e.g. government standards) or client migration strategies, secure exchanges and open government are subjects in which MTESS is greatly interested.</p>	<p>Sonya Trudeau (for the interim director) Direction des orientations et du partenariat de Services Québec – MTESS Tel.: 418 646-0425, ext. 60251 sonya.trudeau@mess.gouv.qc.ca</p>
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