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PSSDC Information-Sharing Template - February 2016

JURISDICTION:		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>Refreshed online business portal</p> <ul style="list-style-type: none"> In December 2015, ServiceOntario launched a refreshed online business portal to further improve how businesses work with government. This new portal is based on service design best practices, including usability testing and customer journey mapping. <p>Contact Centre Integration</p> <ul style="list-style-type: none"> In July 2015, a consolidation project successfully completed the first phase of integrating contact centres from three locations into one location to maximize efficiency in the central region of Ontario. <p>Ontario Retirement Pension Plan Support</p> <ul style="list-style-type: none"> In June, 2015, ServiceOntario Contact Centres partnered with the Ministry of Finance to supply telephone support for the launch of the new Ontario Retirement Pension Plan. 	<p>Steve Burnett Director, Partnerships and Business Development Branch ServiceOntario Ministry of Government and Consumer Services 416-325-8783 steve.burnett@ontario.ca</p>
2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	<p>Identity Management</p> <ul style="list-style-type: none"> A key goal of ServiceOntario's refreshed strategy is advancing a "digital first" approach. This includes exploring an enterprise identity management solution to broaden digital delivery of government services, improve the customer experience and reduce the duplication of government resources. ServiceOntario is working to finalize an initial business case by spring 2016. ServiceOntario also continues to support work on developing a Pan-Canadian Identity Status Hub, i.e. exploring real-time service to enable validation of identity and status information between federal, provincial and territorial partners. <p>E-residency Proof of Concept</p> <ul style="list-style-type: none"> ServiceOntario is working with the Digital ID and Authentication Council of Canada (DIACC) to develop an e-residency proof of concept. This project will explore if there is a way to verify residency electronically using third-party 	<p>Steve Burnett Director, Partnerships and Business Development Branch ServiceOntario Ministry of Government and Consumer Services 416-325-8783 steve.burnett@ontario.ca</p>



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confirmation. The aim is to strengthen how residency is currently verified today, enhance privacy and improve the customer experience.

Services Reboot

- ServiceOntario will be putting its new digital service standard and service design principles into practice to re-design a few key services (i.e. service location finder, used vehicle information package and integrated address change). These projects will demonstrate the benefits of an iterative, agile, and customer-centric service development approach.

Service Integration

- ServiceOntario is exploring how to enable an online health card renewal service integrated with the existing online driver's licence renewal service. This includes modernizing and harmonizing policy and/or legislation and streamlining internal processes and customer experience while protecting program integrity.

Services to Business

- ServiceOntario continues to focus on expanding the adoption of the Business Number and to raise awareness of its value. This includes consulting with other OPS ministries to develop an implementation plan for accelerating collection and adoption of the Business Number.
- At the same time, ServiceOntario is evaluating opportunities to expand the functionality of Ontario's business platform (e.g. new online transactional services and/or new functions like electronic messaging).
- ServiceOntario, as part of the Toronto-Ontario Burden Reduction Working Group, is creating online licence and permit bundles for restaurants.

Benefits Transformation

- Ontario is looking at ways to transform the delivery of government benefits, potentially including developing an online portal to provide simple one-window access to multiple income-based benefits and programs (i.e. program information, application submission and status check, personal information update and customized messaging).
- Ministry of Finance is leading the initiative, with ServiceOntario working with partners to develop key components.
- First project phase is the development of a Benefits Finder to help make it easier for people to find out which Ontario benefits programs they may be eligible to



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receive (targeting for Spring 2016 release). Development of the service is already underway, including customer research, customer journey mapping and usability testing.

Co-Location/Channel sustainability

- ServiceOntario is identifying opportunities to partner and co-locate with other orders of government to deliver better services and reduce costs.
- ServiceOntario is currently collaborating with Service Canada to produce a joint business case with multiple co-location and integration options for the short, medium and long term.
- ServiceOntario is also exploring other options to manage sustainably of its non-digital channels as customers increasingly go online.

Corporate Harmonization

- At the 2015 Council of the Federation meeting in Newfoundland and Labrador, the Premiers re-committed to the plan to address barriers in Canada and to complete a comprehensive review of the Agreement on Internal Trade, ServiceOntario is working with other FPT partners on harmonizing corporate registration requirements with a view to reduce burdens for businesses that operate in more than one Canadian jurisdiction. An action plan is due to Premiers in March 2016.

Open Data/Open Government

- The Ministry of Government and Consumer Services submitted an integrated 2015/2016 Open Government Plan to Treasury Board Secretariat in July 2015. The Ministry is a strong champion of Open Government and it aligns with ServiceOntario's strategic objective to advance customer-centric service design and delivery.



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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.

Seeking information on how other jurisdictions are approaching the following key issues:

- **Digital delivery** – guidelines and enablers for assisted digital models; policy barriers/enablers to support digital delivery.
- **Channel sustainability** – approaches to maintaining channel access and sustainability as users increasingly go online to access government services.

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