



Photo courtesy of City of Toronto

PSSDC Information-Sharing Template - February 2016

JURISDICTION: Innovation, Science and Economic Development Canada		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>ISED Service Innovation Lab: The ISED Service is Lab (“the Lab”) is: 5000 square feet space (highest pedestrian traffic corner in the Nation’s Capital) nearly 4000 visits 300 standing capacity & +150 sitting 150 linear feet whiteboard 14 design thinking templates & counting 6 original videos. Since its inception, in March 2015, “the Lab” has helped 7 government projects (with 20 participating departments) and has another 12 projects in the works with 11 participating departments.</p> <p>BizPaL: 13 point action plan (3-year) approved by Steering Committee with “renewed/enhanced” vision and extended scope.</p> <p>Growth Programs/Services: creation of new group to coordinate, align and provide seamless delivery of federal programs in relation to increasing business growth in Canada.</p> <p>PSSDC Channel Shifting / Expedited Business Start (Working Groups): participation and development of project plans, proposals and pilots.</p>	Chris Laverdure Director General Service for Business
2. Priorities: Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.	<p>BizPaL: delivery of new expanded scope and 13 point action plan.</p> <p>Growth Programs/Services: mapping, alignment and communications of Federal growth programs/services.</p> <p>PSSDC Channel Shifting / Expedited Business Start: pilot testing / trial of chosen program/service for channel shifting through the process of design thinking and behavioural economics process (with help from Ontario government). Facilitated design thinking exercise with stakeholders of EBS for preliminary finding presentation to next FPT DM Table on Service Delivery.</p> <p>ISED Service Innovation Lab: implementation / facilitation of 12 new projects +.</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.	Coordination of similar activities across the Federal Government family and other jurisdictions to avoid duplication or reinvention of the wheel.	



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