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PSSDC Information-Sharing Template - February 2016

JURISDICTION: EMPLOYMENT AND SOCIAL DEVELOPMENT CANADA / SERVICE 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.	<u>End-to-End Online Process: My Canada Pension Plan (CPP) Retirement:</u> In June 2015, the Department implemented the My CPP Retirement application. This application is a complete end-to-end online process for clients to manage their CPP retirement within the secure client authenticated My Service Canada Environment. It is a secure and easy to use solution that enables and encourages clients to self-serve; the application has the ability to determine eligibility, pre-populate CPP information and automatically process clients' CPP applications.	Cliff Groen, Director General, CPP and OAS Renewal, Processing and Payments Services Branch, Service Canada
	<u>Web Renewal Initiative:</u> <ul style="list-style-type: none"> ○ A new cloud based infrastructure called the Managed Web Services (content management system, web analytics, and content distribution network) was configured and launched for Canada.ca: <ul style="list-style-type: none"> ▪ On-boarding of 91 federal institutions within Canada.ca will take place over the next year. ▪ Several departments are progressively adopting the new Canada.ca template, in preparation for the move to the Managed Web Service. At the Departmental level, ESDC has adopted this template for nearly 50% of its Web pages. ○ 60+ departments were on-boarded to Social Media Account Management solution for the GC. 	Lucie Kempffer Director General, Digital Service Directorate, Citizen Services Branch, Service Canada
	<u>Electronic Submission of Records of Employment (ROE):</u> As the Department has actively promoted the use of electronic means by which to submit ROEs, the employer community has highlighted the limitations of the solution for employers located outside of Canada. In response to this feedback, the Department developed a registration process to expand this functionality to clients located outside of Canada. Successfully launched in November 2015, the new process balances the integrity needs of the program with the client needs.	Ron Meighan, Director General, EI Benefits Processing, Processing and Payments Services Branch, Service Canada



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<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><u>ESDC Service Strategy:</u> ESDC is developing a Strategy to modernize the way it delivers services to Canadians and businesses. This Strategy articulates service principles and goals that aim to improve the overall experience for everyone who receives information or a service from the Department. This work will include a multi-year plan to implement the strategy.</p> <p><u>Modernization of Benefits Delivery:</u> The department is currently planning the modernization of benefits delivery which will introduce a target state benefit service delivery model for Employment Insurance (EI) and explicitly ensure scalability to support future state benefit delivery needs of Canada Pension Plan and Old Age Security. The current detailed planning stage will continue through December 2017 after which project implementation will begin.</p> <p><u>Canada Pension Plan (CPP) Service Improvement Strategy:</u> The Department is developing a service improvement strategy to generate efficiencies in the administration of the CPP Program (including CPP-Disability) and respond to the changing service expectations of Canadians through robust online services.</p> <p><u>Old Age Security (OAS) Service Improvement Strategy:</u> The Department is implementing a service improvement strategy to generate efficiencies and enhance service for the OAS program by employing an expansion to auto-enrolment for OAS basic clients by December 2016. In addition, a prototype is being developed, using an innovative and client-centric approach, to determine the factors that drive e-service updates so as to further the next suite of e-services for OAS clients.</p>	<p>Christine Campbell, Director General, Service Policy and Strategy Directorate, Strategic and Service Policy Branch, ESDC</p> <p>Jason Choueiri Director General, Strategic Directions, Processing and Payment Services Branch, Service Canada</p> <p>Cliff Groen, Director General, CPP and OAS Renewal, Processing and Payments Services Branch, Service Canada</p> <p>Cliff Groen, Director General, CPP and OAS Renewal, Processing and Payments Services Branch, Service Canada</p>
<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><u>Transforming Service Delivery:</u> Service Canada is interested in finding ways to optimize large-scale service transformation in government (i.e. best practices and lessons learned). We are continuing to explore what potential challenges and solutions that we might encounter within our organization while managing this transformation.</p>	<p>Christine Campbell, Director General, Service Policy and Strategy Directorate, Strategic and Service Policy Branch, ESDC</p>