

## **PSSDC Information-Sharing Template – February 2020**

*Information Sharing is collected for the purpose of the PSSDC Meeting of February 2020.*

*Information contained in this document cannot be shared without the approval of the member jurisdiction (author).*

***Jurisdictions are kindly requested to limit information sharing to a maximum of 3 pages.***

Jurisdiction:		Contact
<div>1. <b><u>Priorities &amp; Accomplishments:</u></b></div> <div><ul style="list-style-type: none"><li>Briefly describe what your jurisdiction sees as its <b>top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities.</b></li><li>Briefly describe any significant <b>service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months.</b></li></ul></div>	<div><div>1. Transformational Service Delivery Strategy- the Premier has asked our Minister to through his mandate letter to work with all departments to develop a new service delivery model and strategy for Islanders with a strong consideration for digital. A project plan and engagement strategy has been developed with the end date being first of July. A new service deliver organization(ServicePEI) will be an expected outcome.</div><div>2. Service Level Agreements- new service level agreements will be developed for each department and Access PEI. The new SIA's will include enhanced reporting and performance metrics.</div><div>3. Accessibility review for in person sites- Access PEI sites are facing increased accessibility demands from the public and has become a priority for the division. All PEI sites will be reviewed and a plan will be put into place to ensure accessibility requirements for the public are being met.</div></div>	<div>Mark Arsenault Director Access PEI <a href="mailto:mxarsenault@gov.pe.ca">mxarsenault@gov.pe.ca</a> 902-368-5923</div>
<div>2. <b><u>Showcase Opportunity:</u></b></div> <div><ul style="list-style-type: none"><li>List any significant <b>deliverable(s), resource(s) or application(s)</b> that you would like to present as a <b>showcase item at an upcoming meeting or teleconference.</b></li><li>Please provide a brief <b>description of the item(s) to profile</b>, time required and any other relevant information.</li></ul></div>	<div>NA</div>	
<div>3. <b><u>Issues / Needs:</u></b></div> <div><ul style="list-style-type: none"><li>Briefly describe <b>any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance</b> (e.g. pilot).</li><li>If available, provide <b>details on problem statement, project scope and targeted outcomes/deliverables.</b></li></ul></div>	<div><div>1. Funding and resourcing are major issues facing GPEI on service delivery initiatives. Finding partners in other jurisdictions is a priority for GPEI as a way to improve service delivery to its citizens. It's difficult to justify large investments into digital identification and services for a jurisdiction with approximately 150k citizens.</div></div>	<div>Mark Arsenault Director Access PEI <a href="mailto:mxarsenault@gov.pe.ca">mxarsenault@gov.pe.ca</a> 902-368-5923</div>

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