

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: Public Services and Procurement Canada		Contact
1. <u>Priorities & Accomplishments:</u> <ul style="list-style-type: none"> Briefly describe what your jurisdiction sees as its top 2-3 service delivery priorities/initiatives over the next 6-12 months, and steps you intend to take to address these priorities. Briefly describe any significant service delivery accomplishment, progress, and/or milestone achieved in these priority areas over the last 6-12 months. 	Inward facing <ul style="list-style-type: none"> In 2020-21, PSPC will continue to implement its three-year Service Management Strategy (2018-21) to support key departmental priorities and government direction in the area of service management and will continue to look for opportunities to strengthen client satisfaction. In line with implementing the new GC policy on Service and Digital, the results of continuous monitoring and reporting will guide the development of a new integrated and client-centric PSPC Service strategy that will articulate how the department manages service delivery, information and data, information technology, and cyber security in the digital era. PSPC has completed phase I roadmap of the Integrated Service Management (ISM) solution which will provide PSPC's workforce with an integrated service management platform and give our clients easier access to our services. Currently working in partnership with SCC to establish a Dev environment for testing use cases and service processes. 	
	Outward facing <ul style="list-style-type: none"> PSPC has conducted in the last six months two "Pulse Check" exercises where 29 GC Organizations have been contacted. The results are used to spark discussions and engage the Department in improving its service delivery in such areas as real property, translation and interpretation, acquisitions, contract security, pay and pensions, and enabling solutions such as case management. Efforts are being put in place to evolve enterprise services such as GCdocs, GCcase, GCshare, and GCinterop as GC standard solutions. Currently defining an "integrated digital environment" that will leverage M365 platform capabilities. Forming external collaboration and developing interoperability solutions that will enable the Digital GC—e.g. "OneGC" and Open-by-Default. Small Department Agencies – A Community of Federal Agencies, addressing change and managing risk. PSPC is actively supporting the Head of Federal Agencies over Government-wide challenges, especially, given the growing community concerns over increasing mismatch between organizational capacity and federal management expectations. 	

<p>2. <u>Showcase Opportunity:</u></p> <ul style="list-style-type: none"> List any significant deliverable(s), resource(s) or application(s) that you would like to present as a showcase item at an upcoming meeting or teleconference. Please provide a brief description of the item(s) to profile, time required and any other relevant information. 	<ul style="list-style-type: none"> PSPC is undertaking several long term initiatives to improve the accessibility, quality, and timeliness of its services. This includes: <ul style="list-style-type: none"> Defining effective management, oversight and delivery of the current GC travel program - Shared Travel Services. Defining the requirements of a new bidding system for GCSurplus that will make it easier for Canadians and Canadian Businesses to register and acquire surplus materials. The development and implementation of agile procurement processes and an e-procurement system. Strengthening the service standards architecture to be robust and alignment with performance measurement frameworks, outcomes and results. This will include advancing PSPC's objective to publish real-time information on client satisfaction, service standards, and other service information focused on improving service experience for clients. 	
<p>3. <u>Issues / Needs:</u></p> <ul style="list-style-type: none"> Briefly describe any service delivery issue(s) you are trying to solve that interjurisdictional collaboration can help to advance (e.g. pilot). If available, provide details on problem statement, project scope and targeted outcomes/deliverables. 	<p>No issue at this point.</p>	