



ServiceBC

February 15, 2019

The Q , Analytics, Business Intelligence – Enablers for SBC

innovation



65 Service Centres

1.3M Transactions/Year

290 Staff

200+ Service Families

Since 1858

Business Need

- Insights into how we are doing and what we can do better
- Consistent quality service experience for Citizens and Businesses
- Real time reporting on Service Levels/Standards
- Real time impact assessment for new services and service process changes
- Accurate costing on a service-by-service basis to support budgeting and cost recovery
- More effective staff management, development and scheduling
- Effective queue management

Business Requirements

(Data Driven Decision Making)

◉ Data Collection

- ◉ By office, by area, by program, by service, by channel, service time, customer flow patterns

◉ Data Interpretation

- ◉ Data analysis, patterns, insights and forecasts

◉ Data Presentation

- ◉ Data visualization – quick, easy to convey concepts via tiles and dashboards
- ◉ Close to real-time delivery
- ◉ 3 levels of reporting (SD Managers, Directors and Executive)

◉ Business Intelligence

- ◉ Identify trends, forecast service demands, inform cost recovery, focus quality management priorities

Business Solution

- Evaluated off the shelf software to meet our business requirements:
 - Prohibitive cost –over \$1.2M
 - Customization required
- OCIO provided a new platform that allowed us to use Agile/DevOps to design a system for our needs (open source coding)
- BCDevExchange provided a new procurement model that allowed small and local business to bid on small project development
- We built The Q application for under \$200k
- Ongoing costs to maintain the application is similar to the costs of licensing and maintenance of the off the shelf software

The Q Evolution

Serve Citizen

[Feedback](#)[Minimize](#)

Ticket #: **A0**

Channel: **In Person**

Created At: **12:35:49 PM**

Comments:

Jane Doe

Begin Service

Return to Queue

Citizen Left

Status	Category	Service	Quantity	Change Service
Active	MSP	Payment - MSP	<input type="text" value="1"/>	edit
Inactive	LCRB	Liquor Licence Renewal	1	make active

☐ Quick Txn

Default Priority

Add Next Service

☐ Inaccurate Time

Place on Hold

Finish

Digital Signage

Monday, January 7, 2019 12:40 p.m.



Currently waiting: 5

Adapting for the Future

- Partnership with Government Digital Experience team and BCDevExchange
 - Exam Booking
 - Appointments
- Problem resolution tracking
- Ability to share with other ministries and organizations

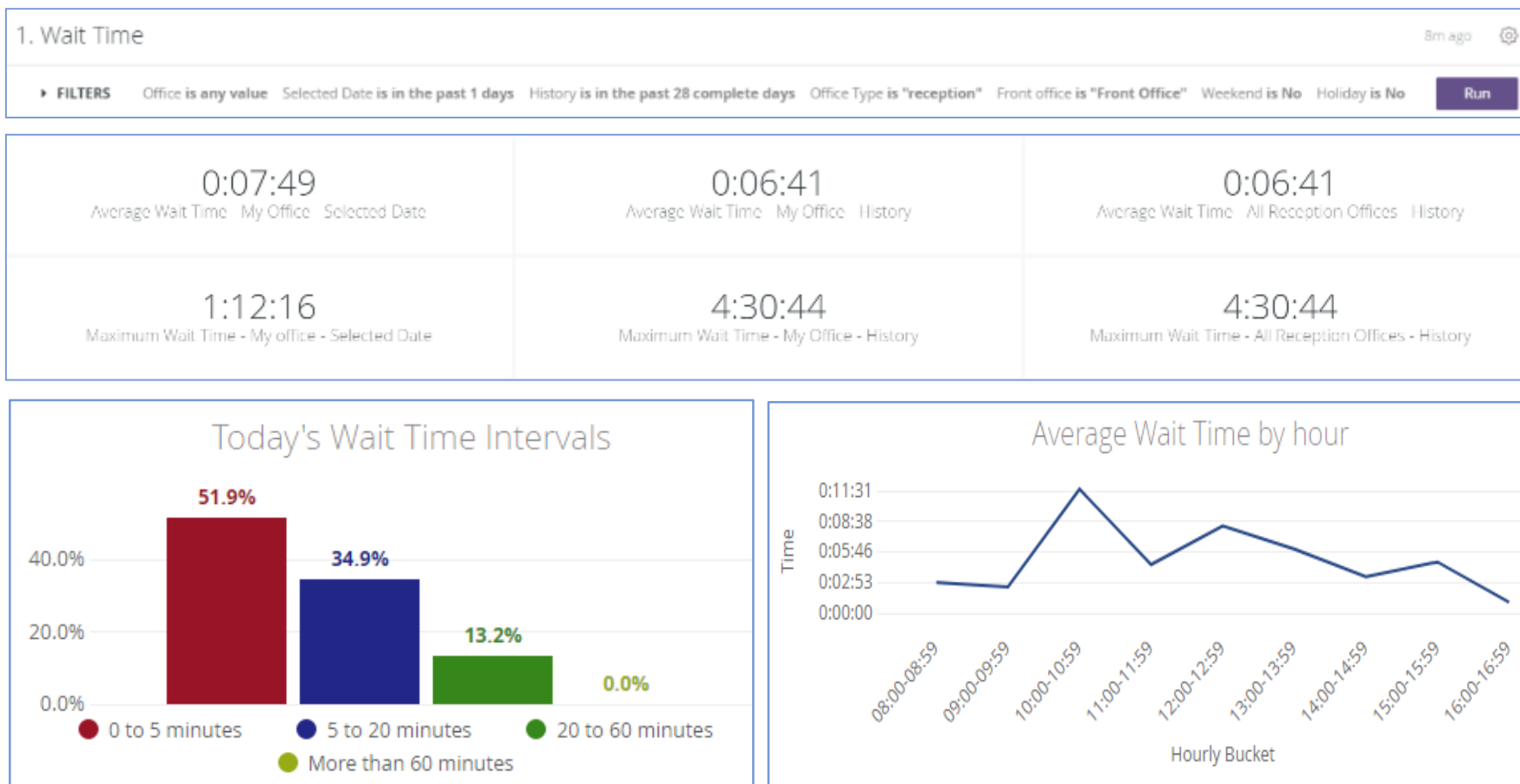
Dashboards

- Service Delivery Manager
 1. Wait Times
 2. Channel and Program
 3. Service time
 4. Time Spent on
 5. Customer Flow Pattern
- Director
 1. Service Area Overview
 2. Service Area Detailed Data
 3. Program Overview
- Executive
 1. Executive Overview

<https://intranet.qa.gov.bc.ca/analytics/service-bc-ga>

Wait Time

See how an office is doing in real time

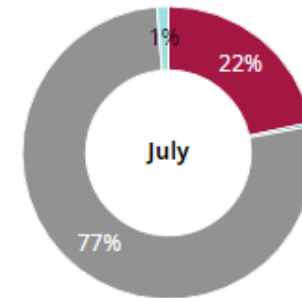


Channel and Program

Service requests come:

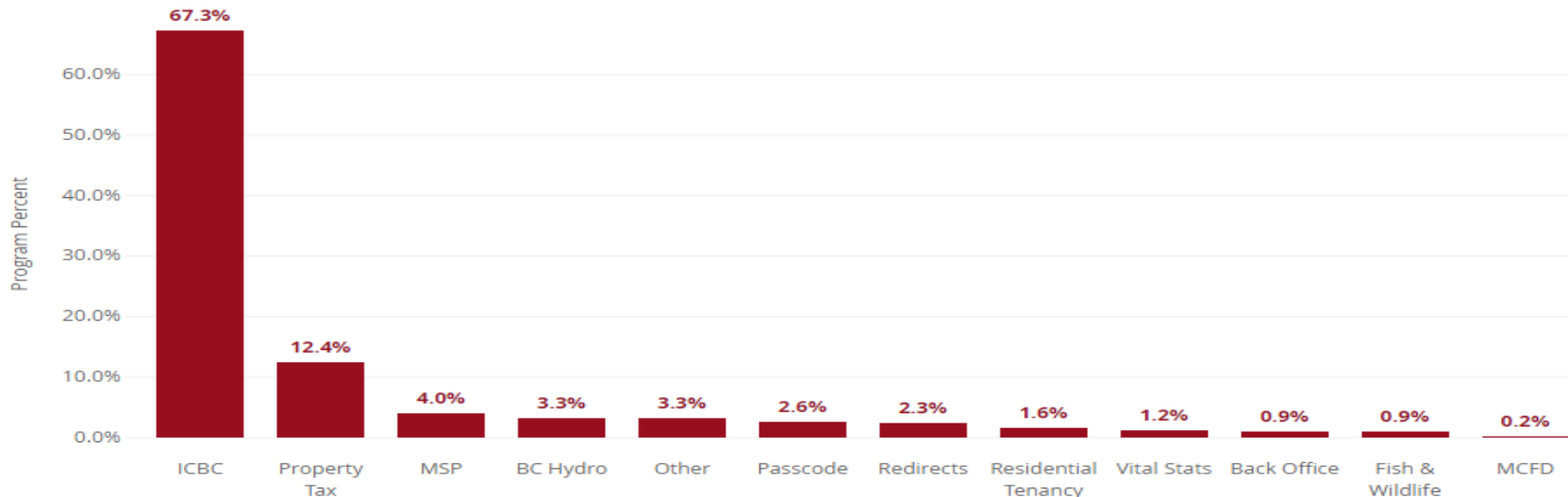
- through which channel?
- for which program?

Visits by channel by month



back-office email-fax-mail in-person phone

Count by program by month



Executive Overview

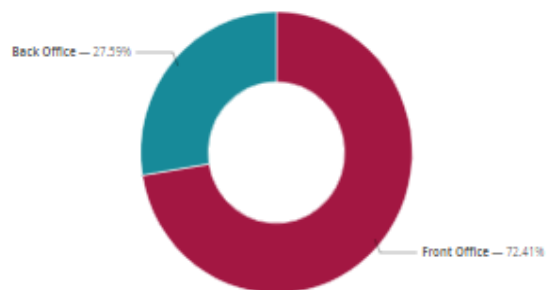
- One view for all programs and offices we administer
- Reports the key operation metrics:
 - Wait time
 - Service and office channels
 - Average transaction time
 - Where time is spent on

0:07:43

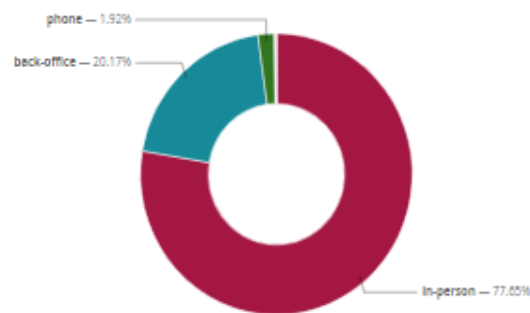
Average Wait Time - Selected Date

Reception Offices Only

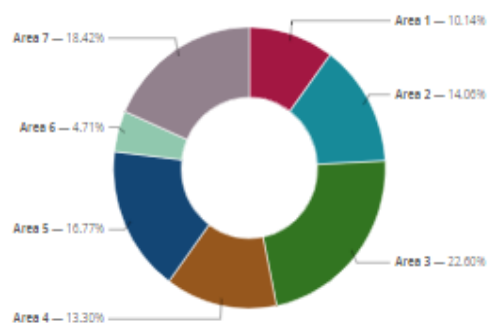
Time Spent on



Visits by Channel



Visits by Area

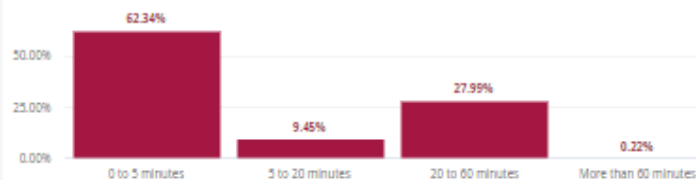


0:06:41

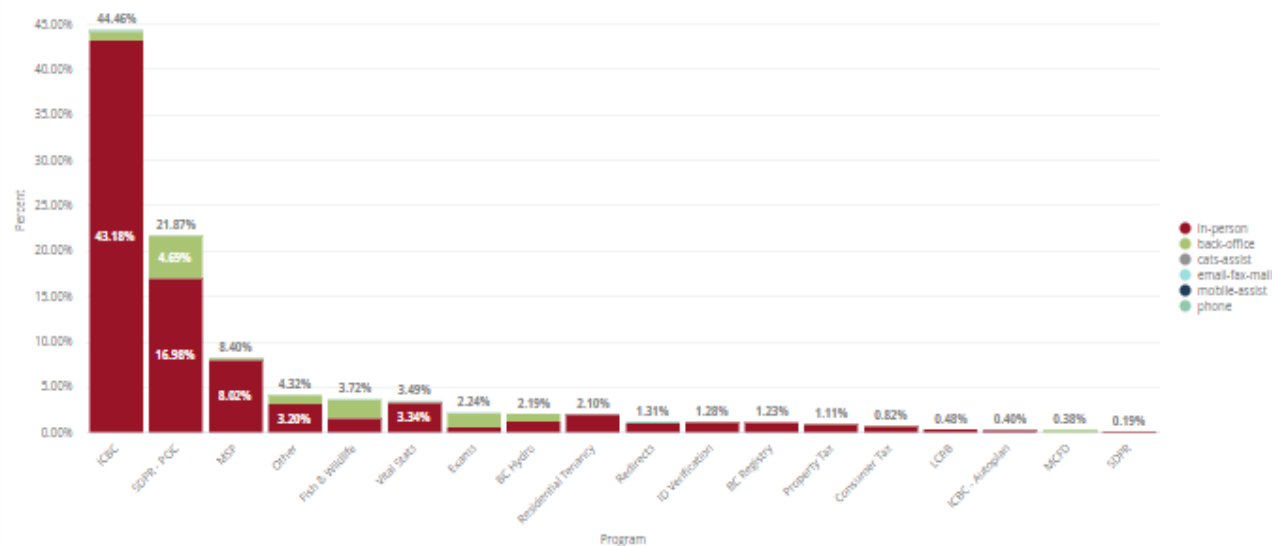
Average Wait Time - History

Reception Offices Only

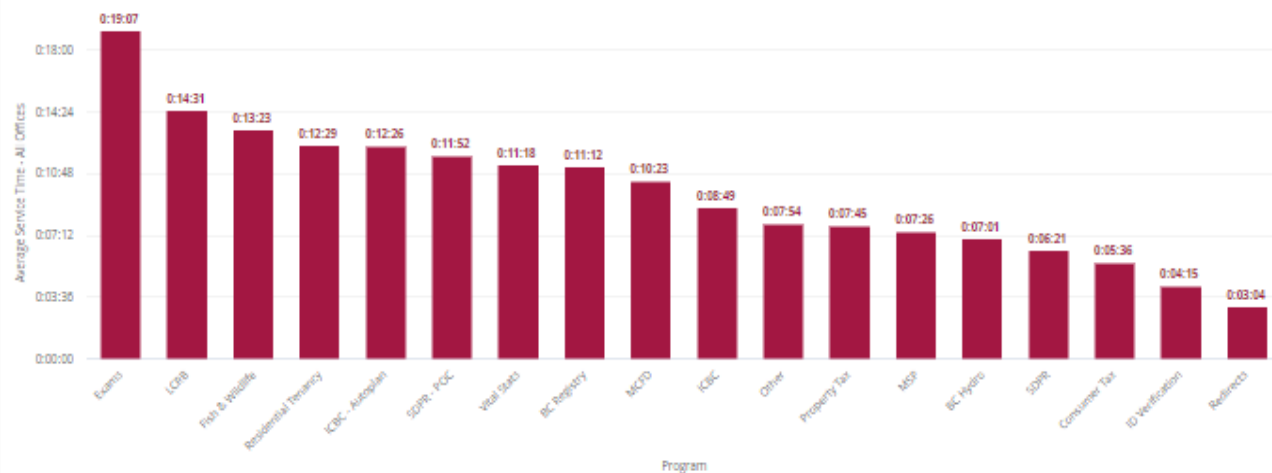
Visits waited - History



% of Time Spent on Front Office by Program by Channel



Average Service Time per transaction by Program



Feedback We Are Getting...

Citizens:

- Personalized Service:
 - Call by name
 - Provide estimated wait times
- Efficiency and effectiveness

Agents & Managers:

- Business Insights leading to improved:
 - Training
 - Cost recovery - transparency
 - Resources allocation

The background is a close-up, slightly blurred image of a computer keyboard. A semi-transparent blue overlay covers the entire image. In the lower-left portion, there is a white rectangular box containing the word "Questions". On the right side of the keyboard, a key is visible with the word "innovation" printed on it in a light blue, lowercase font.

innovation

Questions