

PSSDC Information-Sharing Template – October 2017

JURISDICTION: Public Services and Procurement Canada		Contact
<p>1. <u>Accomplishments:</u> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<ul style="list-style-type: none"> • Client Relationship Management (CRM) tool implemented on April 1, 2017 which included the development and consensus on business requirements, and the development of the subsequent departmental workflows • Developed a client engagement strategy to increase engagement of clients in the development and improvement of services. The strategy will ensure that PSPC delivers client-centric services that support the effective and efficient delivery of services to all Canadians. • PSPC opened 10 service centers on behalf of Veterans Affairs Canada. The centers will improve access to services that support the mental and physical wellbeing of Canada's Veterans. • PSPC has adopted the CRA Business Number as a common digital identifier for businesses for several programs including Buy and Sell, Surplus and is working with PSPC branches to determine other opportunities for extending its usage. This promotes the verification and sharing of information across government departments and make it easier for clients to access service. • PSPC has introduced a new public service pay dashboard. The dashboard has been redesigned to better track the progress being made in ensuring that public servants are paid accurately and on time. Public Services and Procurement Canada launched the Build in Canada Innovation Program (BCIP) Challenges Initiative. This initiative promotes improvements to services by allowing government departments to identify real life needs and challenges that innovators are invited to solve with their products and technologies. 	
<p>2. <u>Priorities:</u> Briefly describe what your organization sees as its top service delivery priorities/initiatives over the next 12 to 36 months.</p>	<ul style="list-style-type: none"> • PSPC will focus on accelerating the intended benefits of CRM leveraging quicker change management and expanding the use of the tool. <ul style="list-style-type: none"> ○ PSPC will be adding enhanced functionalities in CRM as a phase 2 implementation • The creation of an Integrated Service Desk model for the department with a phased in approach to implementation. Request for proposal for the purchase of an Enterprise Service Management tool will be launched in the fall. Onboarding plan based on the departmental e-enablement strategy will be developed and implemented. 	

	<ul style="list-style-type: none"> • Renewal of the Department's Service Management Strategy to better support PSPC priorities and the Government of Canada's agenda to improve services for Canadians. • Develop the Departmental e-enabling strategy to better support service delivery in a digital era. • Strengthening the service standards architecture to be robust and alignment with performance measurement frameworks, outcomes and results <ul style="list-style-type: none"> ○ Collecting baseline data on client satisfaction, performance on service standards, and other service information to develop future targets focused on improving service experience for clients • Develop an innovation strategy which includes using existing digital platforms for a departmental innovation management workflow to support the innovation lifecycle from idea generation to management to experimenting and to implementation. <ul style="list-style-type: none"> ○ Several tests on innovation processes (Design Thinking, Lean, Nudging), and continue to pursue Design Thinking and Lean as PSPC is seeing value from this processes. 	
<p>3. <u>Showcase/Sharing:</u> Are there any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing in their own jurisdiction? (This information will help in agenda planning for future meetings.)</p>	<ul style="list-style-type: none"> • PSPC has published <i>Our Service Standards and Results</i> on-line. These standards provide clients with important information on the timeliness, accuracy and accessibility of our services and are an important part of the department's strategy to improve the quality of services and strengthen partnerships with clients across government departments. • As of September 2017, PSPC has made 56 data sets available on the Open Government Portal to allow greater public access to government data and information, and to create a more responsive, accessible and transparent government • PSPC has adopted the United Nations standard products and services code (UNSPSC) and will begin implementing the use UNSPSC to identify products for procurement activities. Over the course of the transition from GSIN to UNSPSC, the information on Buyandsell.gc.ca, including Tenders, Standing Offers and Supply Arrangements, and Contract History, will eventually be connected and inter-linked using UNSPSC. 	
<p>4. <u>Issues and Needs:</u> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p>		