

## PSSDC Information-Sharing Template – October 2017

JURISDICTION: BRITISH COLUMBIA		Contact
<p><b>1. Accomplishments:</b> Briefly highlight major service delivery accomplishments, progress, and/or significant milestones achieved in your jurisdiction over the past 6-12 months.</p>	<p><b><u>MyGovBC</u></b></p> <p>MyGovBC aims to allow British Columbians to securely access and manage their interactions with relevant government services through a consistent digital interface with government, and, over time, the BC public sector. It helps citizens learn about services that are relevant to them, get notified about the status of applications, and manage their personal information in a way that is secure, consent based and privacy enhancing. The vision is a modern, convenient, personalized digital service option for British Columbians who want to access public sector services online.</p> <p>Applying evidence- based, citizen-centric service design; agile methodology; open source software and continuous improvement methodologies we've tested our approach and launched three new digital experiences for citizens:</p> <ul style="list-style-type: none"> <li>• <a href="#">Mental Health and Substance Use Digital Hub</a> with more than 450 service providers and 6000 services that aggregates information to provide users with comprehensive service information in their communities.</li> <li>• <a href="#">Medical Services Plan (MSP) Enrolment</a> – digitizing the process has reduced error rates to less than 9% and we're continuing to improve service experience performance.</li> <li>• <a href="#">Societies Project</a> – driven by legislative changes, the project transformed the application and management for Societies in BC. The overall outcome is significant business and operational efficiency, citizen experience improvement and improved the relationship between government and citizens.</li> </ul> <p>Established the Continuous Service Improvement Lab – an Innovation catalyst project where traditional thinking is interrupted, risk aversion is balanced with experimentation, and problems are looked at in new ways. In the CSI Lab more than 10 teams, from a range of programs and services are working in an “accelerator” to design and deliver digital services in an co-located space, with tech, tools and training to support team capacity and increased productivity.</p> <p>As part of the development of the Personalized Digital Services Strategy, we've leveraged the <a href="#">STiR program</a> to bring in the ideas and expertise of a startup tech company, that are working in partnership, focused on a piece of the foundational strategy development work.</p>	<p>David Hume Executive Director, Citizen Engagement, Strategic Initiatives Division, Ministry of Government Communications and Public Engagement 250-589-9043 <a href="mailto:David.Hume@gov.bc.ca">David.Hume@gov.bc.ca</a></p>

<p><b><u>Accomplishments</u></b></p>	<p><b><u>Contact Centre</u></b></p> <ul style="list-style-type: none"> <li>• In December 2016, Service BC completed a procurement process to replace the current Service BC Contact Centre service.</li> <li>• The procurement provided the opportunity to modernize the contact centre solution which will enable the Province to grow and enhance citizens' services.</li> <li>• The transition from the previous service provider to the new service provider was successfully completed on June 25, 2017, with the new service provider officially beginning operations on June 26, 2017.</li> <li>• This new contact centre is the first point of contact for citizens and businesses, and will support multiple government programs with a citizen-centered focus.</li> </ul> <p>Enhancements made to the contact centre include:</p> <ul style="list-style-type: none"> <li>• Expansion of scope from information and referral services to transactional services.</li> <li>• Increase in the operational capacity by 30% allowing the new service provider to increase their time interacting with the citizen, and increasing the value of each interaction.</li> <li>• Modern contact centre platform featuring high system reliability, automatic call backs, text messaging, chat, and video chat.</li> <li>• Citizen centric model with a focus on engagement, citizen satisfaction, quality assurance and continuous improvement.</li> <li>• Consolidation opportunity across government to improve the citizen journey by streamlining services provided through a single point of contact. Currently working with 2 ministries to onboard our new service model.</li> </ul> <p>For government, this model adds value by taking a whole-of-government approach to service delivery, leveraging existing technologies and maximizing staffing resources and expertise.</p>	<p>Adriana Poveda Director, Service BC Ministry of Technology, Innovation and Citizens' Services 778-698-2090 <a href="mailto:Adriana.Poveda@gov.bc.ca">Adriana.Poveda@gov.bc.ca</a></p>
<p><b><u>Accomplishments</u></b></p>	<p><b><u>BC Services Card Program</u></b></p> <ul style="list-style-type: none"> <li>• The Program is close to completing the initial five-year roll-out of the BC Services Card. Current projections show that we will have issued BC Services Cards to approximately 90% of the BC population. Recent focus has been on non-drivers, children under 19 years of age and individuals aged 75 and older.</li> <li>• As of July 31, 2017, 5.0M Cards have been issued, with 3.9M citizens holding a BC Services Card. The variance between the number of cards issued and the number of cardholders is due to multiple Cards issued to citizens for lost, stolen, replacement, damage, name changes, etc.</li> <li>• The Card is currently being used by citizens as a CareCard replacement and identity credential.</li> <li>• Ongoing active onboarding opportunities underway are: <ul style="list-style-type: none"> <li>○ Ministry of Finance - Biller Direct</li> <li>○ Ministry of Education - Student Transcripts Service</li> <li>○ Ministry of Citizens' Services – BC Biometrics Service, to be used by Ministry of Public Safety and Solicitor General for the Okanagan Correctional Centre</li> <li>○ Ministry of Advanced Education, Skills and Training – StudentAid BC</li> </ul> </li> </ul>	<p>Sophia Howse Executive Director, Provincial IDIM Program, Office of the CIO Ministry of Citizens' Services 250-213-7855 <a href="mailto:Sophia.Howse@gov.bc.ca">Sophia.Howse@gov.bc.ca</a></p>

	<ul style="list-style-type: none"> <li>• A new onboarding opportunity underway is Ministry of Forests, Lands, Natural Resource Operations, and Rural Development's Online Services Portal</li> <li>• The Program is developing options for issuing passcodes in the Vancouver area.</li> <li>• A prototype under development for an iOS mobile solution that can represent a BC Services Card and be used for online authentication.</li> </ul>	
<b><u>Accomplishments</u></b>	<p><b><u>PayBC:</u></b></p> <p>The PayBC vision is to streamline and standardize accounts receivable processes across the provincial government and provide one consistent payment solution for citizens.</p> <p>PayBC has built functionality for all Accounts Receivable, payment and revenue management requirements, and utilizes a secure government wide payment processing system which provides for the payment interchange between the banks and government.</p> <p>PayBC:</p> <ul style="list-style-type: none"> <li>• improves the citizen experience by providing one place a citizen can go to see what they owe government,</li> <li>• allows the eventual retirement or consolidation of numerous AR systems (over 60 systems)</li> <li>• creates the potential ability to offset an amount the province owes a citizen with an amount a citizen owes the province,</li> <li>• improves internal financial reporting by having one system (or at least fewer systems) in government with all revenue, instead of many systems within each Ministry</li> <li>• has the ability to issue a consolidated invoice that shows all amounts a person owes for a period of time, not just for one program.</li> </ul> <p>The solution was completed in October 2016 and supports multiple payment channels (e.g. online, over the counter, and by telephone) and provides a standardized corporate online payment front-end applet for clients.</p> <p>The first two programs intending to use PayBC are currently under development and will go live in February 2018 and June 2018. Other programs are currently evaluating their requirements against PayBC's functionality.</p>	<p>Stu Hackett Executive Director Strategic Services Service BC Division Ministry of Citizens' Services 250-952-9585 <a href="mailto:Stu.Hackett@gov.bc.ca">Stu.Hackett@gov.bc.ca</a></p>

<p><b>2. <u>Priorities:</u></b> Briefly describe what your organization sees as its <b>top service delivery priorities/initiatives over the next 12 to 36 months.</b></p>	<p><b>Digital Services</b></p> <ul style="list-style-type: none"> <li>• Continue to put in place the foundational pieces that will transform how we design, build and deliver digital services to British Columbians.</li> <li>• Developing a “digital” dashboard (MyGov) that will allow citizens to manage their connections to government while protecting their privacy/data. The vision is a modern, convenient, personalized digital service option for British Columbians who want to access public sector services online.</li> <li>• Working with program areas to digitize and integrate their services as part of the MyGov vision; validating our approach and developing foundational components to the deliver on the Personalized Digital Service Strategy.</li> <li>• Designing an implementation strategy across corporate enablers and related programs to deliver on the Personalized Digital Service Strategy.</li> <li>• Developing and testing new toolsets for service analytics, design patterns and accessibility that go beyond the digital delivery of services and programs.</li> </ul>	<p>David Hume Executive Director, Citizen Engagement, Strategic Initiatives Division, Ministry of Government Communications and Public Engagement 250-589-9043 <a href="mailto:David.Hume@gov.bc.ca">David.Hume@gov.bc.ca</a></p>
<p><b><u>Priorities:</u></b></p>	<p><b>BC Services Card Program</b></p> <ul style="list-style-type: none"> <li>• Continue engaging with the Ministry of Health regarding a proof of concept for a health onboarding opportunity.</li> <li>• Continue working with BC Services Card Program partners – the Ministry of Health and ICBC – to complete card issuance to all eligible BC residents by 2018.</li> <li>• Transition from BCSC as a project to BCSC as a Program</li> <li>• Co-chair/lead of the Pan Canadian Identity Management key priority for Joint Councils</li> <li>• Continue to be an active contributor to the Pan-Canadian Identity Trust Framework work</li> <li>• Continue to work with government and broader public sector clients regarding potential opportunities to expand use of the BC Services Card</li> <li>• Continue to work on a new mobile authentication option based on the prototype, and prepare to release the new solution to help offset cost for card reader/passcode issuance and making it easier to use the Card.</li> <li>• Death Notification: Analysis work underway on how to integrate BC Services Card with the BC Vital Statistics Agency death registry and how to improve the experience for next of kin submitting and organizations receiving death notifications.</li> <li>• Explore how to integrate with evolving digital ID solutions in the marketplace.</li> <li>• Continue to support a consistent and quality user experience by providing the underlying tools for citizens and businesses to access government services on a digital platform. For example, a corporate service where a business owner would have a single point of access for its major business transactions with government.</li> </ul>	<p>Sophia Howse Executive Director, Provincial IDIM Program, Office of the CIO Ministry of Citizens' Services 250-213-7855 <a href="mailto:Sophia.Howse@gov.bc.ca">Sophia.Howse@gov.bc.ca</a></p>

<p><b><u>Priorities:</u></b></p>	<p><b>Service Framework</b> Service BC Division is implementing a Service Framework that will support our goal of delivering a best-in-class service experience to citizens.</p> <p>Highlights of the Framework:</p> <ul style="list-style-type: none"> <li>• Framework addresses both the Practice and the Management of a Service organization, and sets a strategic path forward for building a strong organization founded on best practices.</li> <li>• The Public Sector Service Value Chain forms the central pillar for why we are implanting this framework.</li> <li>• Based on concepts of Helping Relationships and Service Leadership, the framework components, processes, policies, training, and focus will be on supporting staff to deliver Service with Heart.</li> <li>• The framework will assist us to professionalize the practice of service through-out the Division, regardless of whether service is direct or indirect to citizens. Through approved customized CSM and CSP training, staff will become certified service professionals or managers. Rather than seeing ourselves as a third party delivering services on behalf of others, we will be a centre of excellence that partners turn to for expertise in service delivery.</li> <li>• Practice principles (unalterable belief or commitment statements) will guide staff actions, and professional excellence in the practice of service will be enabled.</li> </ul> <p>Change management, adoption, and implementation of the Framework is underway.</p>	<p>Ron Hinshaw Executive Director Service Delivery Branch Service BC Division 250-356-2031 <a href="mailto:Ron.Hinshaw@gov.bc.ca">Ron.Hinshaw@gov.bc.ca</a></p>
<p><b>3. <u>Showcase/Sharing:</u></b> Are there <b>any resources in your jurisdiction such as applications, processes etc. that other jurisdictions may have an interest in applying or implementing</b> in their own jurisdiction? (<i>This information will help in agenda planning for future meetings.</i>)</p>	<p><b><u>Contact Centre – innovative procurement</u></b></p> <ul style="list-style-type: none"> <li>• Service BC Division leveraged a progressive procurement model using an outcomes-based approach including evaluating proponents on compatibility to ensure a successful and collaborative partnership (based on <i>Vested</i>).</li> <li>• There are a number of best in class and innovative attributes in this new contract.</li> </ul> <p>Highlights include:</p> <ul style="list-style-type: none"> <li>• A shared vision and guiding principles of the partnership are incorporated into the contract. This is intended to commit both parties to the ongoing partnership, ensuring a collaborative approach.</li> <li>• Performance measures focus on innovative and citizen-centred outcomes, ensuring value for money over the term of the contract.</li> <li>• A continuous improvement commitment to enhance citizen interactions, and evolve the citizen experience.</li> <li>• An innovative and predictable financial model that rewards strategic outcomes and places at risk fees in order to drive performance to focus on the right behaviours.</li> <li>• The contract allows and incents the seamless onboarding of other ministries to this service, ensuring a consistent quality citizen experience between channels and business areas.</li> <li>• A commitment to improving and growing services. As new technologies become available,</li> </ul>	<p>Adriana Poveda Director, Service BC Ministry of Technology, Innovation and Citizens' Services 778-698-2090 <a href="mailto:Adriana.Poveda@gov.bc.ca">Adriana.Poveda@gov.bc.ca</a></p>

	<p>the Service Provider will expand and evolve their service offerings to meet citizen expectations.</p> <ul style="list-style-type: none"><li>•An incentive system to ensure high levels of performance throughout the term of the contract by awarding 2 year extensions based on outcomes achieved by the Service Provider.</li></ul>	
<p><b>4. <u>Issues and Needs:</u></b> Briefly describe <b>any service delivery issues you would like to share</b> with the Council and what assistance you might be seeking from PSSDC.</p>	<p>N/A</p>	