

## PSSDC Information Sharing Model – October 2017

Jurisdiction: QUEBEC		Contacts
<p><b>1. <u>Accomplishments:</u></b> Highlight the main achievements in service delivery and/or the important stages completed in your administration over the past 6 to 12 months.</p>	<p><b>Services of the Ministère du Travail, de l'Emploi et de la Solidarité sociale (MTESS)</b></p> <ul style="list-style-type: none"> <li>• <b>A new approach to electronic service delivery for businesses:</b> The Ministère de l'Économie, de la Science et de l'Innovation (MESI) and the MTESS have created Entreprises Québec. Entreprises Québec is a single gateway from which Services Québec offers frontline government services (Web, email and telephone) in order to respond to business requests. The Business Zone, which is integrated with Entreprises Québec lays the groundwork for innovative online administration, providing businesses with a centralized online transactional service for managing their relations with the government from one site, without having to think about the government's administrative structure. The Business Zone allows users to initiate a secure session (unique authentication and password) and access electronic services and products from partner government departments and agencies. Since May 2016, an integrated business start-up service has been available in the Business Zone in conjunction with the Registraire des entreprises (REQ), the Commission des normes, de l'équité, de la santé et de la sécurité du travail (CNESST), and Revenu Québec. An integrated change-of-address service, linked with the same partners as well as with MÉSI, is also available in the Business Zone. By July 31, 2017, more than 3,200 businesses had registered with the Registraire des entreprises using the integrated start-up service and more than 300 had used the integrated change-of-address service. In addition, MÉSI and Société de l'assurance automobile du Québec (SAAQ) electronic services are now available from the Business Zone and analytical work is underway to develop new services and link up with new partners.</li> <li>• <b>The business panel:</b> Business leaders took part in a consultation in 2017 on their preferences in government services.</li> <li>• <b>Government website streamlining on the right track:</b> Over the last few months, the government has been working on streamlining its websites and the progress has been significant. The MTESS had 60 and now the number has been reduced to 15.</li> <li>• <b>Partnership with Industry Canada for BizPaL:</b> Agreement renewed for the next five years, from 2018 to 2023.</li> <li>• <b>New municipalities join BizPaL:</b> Since September 2016, 70 new municipalities have agreed to join BizPaL. Thus, on September 1, 2017, a total of 208 municipalities had joined the service.</li> </ul>	<p>Dominique Bouchard Coordinator, Strategic Mandates Development Department of Services Québec Ministère du Travail, de l'Emploi et de la Solidarité sociale Tel. 418-646-0425, ext. 69970 <a href="mailto:Dominique.Bouchard@servicesquebec.gouv.qc.ca">Dominique.Bouchard@servicesquebec.gouv.qc.ca</a></p>

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<p><b>1. <u>Achievements (cont.):</u></b></p> <ul style="list-style-type: none"> <li>• <b>An unprecedented interdepartmental cooperation project:</b> A major interdepartmental governance structure, encompassing more than 20 government departments and agencies, has been put in place to facilitate the decision-making process for this deployment by Services Québec. In this spirit, a range of major work has been completed, including the following: <ul style="list-style-type: none"> <li>○ Adopting a Services Québec vision and business model;</li> <li>○ Adopting principles explaining the delivery of 1st and 2nd lines;</li> <li>○ Inventorying of government services aimed at both citizens and businesses;</li> <li>○ Mapping service centres and listing Quebec M/O call centres;</li> <li>○ The 2016-2019 Services Québec business plan was also approved in February 2017 and specifies the work to be done over these three years;</li> <li>○ Mapping of registers maintained by Quebec M/O.</li> </ul> </li> </ul> <p>Adoption of the vision of amalgamated public registries.</p> <p><b>The Quebec Parental Insurance Program (QPIP):</b> In force since 2006, QPIP is a practical way for workers to more effectively reconcile their family and work responsibilities. QPIP provides financial support for families absent from work during the birth or adoption of a child. Ninety percent (90%) of its services are now offered online and the client satisfaction rate is nearly 99%.</p> <p>Services Québec's business plan, approved by the Council of Ministers in February 2017, specifically provides for gradual amalgamation of the activities of public registries under an expert entity.</p> <p>On March 15, 2017, the Public Registers sector was created at Services Québec, with a mandate to deploy a plan to amalgamate registries and establish a hub for expertise in managing and developing registers. At the same time, the register of civil status. [sic]</p> <p><b>Integration of Registre des entreprises activities:</b> On December 7, 2016, the National Assembly passed the <i>Act to transfer the activities of the enterprise registrar to the Ministère du Travail, de l'Emploi et de la Solidarité sociale</i> (Bill 116). This registry's activities were previously the responsibility of Revenu Québec.</p> <p>Integration of this registry into Services Québec allows it to lay the groundwork for developing its expertise in registries linked to businesses.</p>	<p>Dominique Bouchard Coordinator, Strategic Mandates Development Department of Services Québec Ministère du Travail, de l'Emploi et de la Solidarité sociale Tel. 418-646-0425, ext. 69970 <a href="mailto:Dominique.Bouchard@servicesquebec.gouv.qc.ca">Dominique.Bouchard@servicesquebec.gouv.qc.ca</a></p> <p>Reno Bernier Assistant Deputy Minister, Government Records – MTESS Tel. 418-646-0425, ext. 60146 <a href="mailto:reno.bernier@servicesquebec.gouv.qc.ca">reno.bernier@servicesquebec.gouv.qc.ca</a></p>

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<div data-bbox="441 110 1312 142" data-label="Section-Header"> <b>Services of the Directeur de l'état civil (DEC)</b> </div> <ul data-bbox="441 159 1312 738" style="list-style-type: none"> <li>• <b>Upgrade of single declarations to simplify procedures for citizens:</b> The DEC is continuing its work to sign new agreements on transmission and validation of information, especially with the Ministère de l'Éducation et de l'Enseignement supérieur (MEES) and the Ministère de la Sécurité publique (MSP), to continue upgrading its single declarations. In addition to simplifying procedures for citizens seeking the benefits of government programs or services, the single declarations allow M/Os to achieve gains in efficiency and savings on processing applications.</li> <li>• <b>Continuing progress in the use of electronic birth and death declarations:</b> In recent months, the DEC, in collaboration with healthcare institutions and funeral directors, has continued the evolution of online services for electronic transmission of birth and death declarations. The purpose of these projects is to modernize civil status services by improving the efficiency of the registration process and reducing processing wait times and the risks of error, all while simplifying the process for citizens. In August 2017, 44 percent of birth declarations and 73 percent of death declarations were submitted online through these services.</li> </ul>	<p data-bbox="1333 110 1743 235"> Hermel Grandmaison  Civil Status Director – MTESS  Tel: 418-644-3099  <a href="mailto:hermel.grandmaison@dec.gouv.qc.ca">hermel.grandmaison@dec.gouv.qc.ca</a> </p>
<div data-bbox="73 748 409 933" data-label="Section-Header"> <b>2. <u>Priorities:</u> Provide a brief description of what your organization considers as its main priority/initiative over the next 12 to 36 months.</b> </div>	<div data-bbox="441 748 1312 781" data-label="Section-Header"> <b>Services of the Government of Quebec</b> </div> <ul data-bbox="441 797 1312 1550" style="list-style-type: none"> <li>• <b>Services Québec:</b> The gateway to government services for the entire province: The Government of Quebec is maintaining its commitment in a new way in terms of service delivery. In order to integrate the various means of service delivery so as to create a networked administration that would facilitate transparency and client-focused services, the government wants to see Services Québec become the gateway to government services for all citizens and businesses throughout Quebec.  To this end, Services Québec is focusing on optimal use of information technology through deployment of Web information transaction services as well as services supported by customer relations centres. The government is counting on this vision to solidify the service offering and ensure a government presence in all regions.</li> <li>• This new vision will materialize notably in the form of: <ul data-bbox="504 1268 1312 1550" style="list-style-type: none"> <li>○ A network of government services outlets present in all regional county municipalities, reaching 90 percent of the population within a 50 km radius;</li> <li>○ A telephone number for citizens and a telephone number for businesses who want to access government services;</li> <li>○ Simple and quick access to government services on the Internet, and also offered as a mobile version by Québec Portal;</li> <li>○ Gradual amalgamation of public registries under a single expert entity.</li> </ul> </li> </ul>

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	<ul style="list-style-type: none"> <li>• The addition of new partners for Entreprises Québec and the Business Zone and the addition of new services to the Business Zone;</li> <li>• Implementation in the next two years of a pilot project on start-up of restaurant businesses linked with the Business Zone and BizPaL;</li> <li>• Partnership between Services Québec and Service Canada: work is underway to assess opportunities for combining Services Québec and Service Canada offices in various municipalities, especially in the Nord-du-Québec region.</li> <li>• <b>Implementation of:</b> <ul style="list-style-type: none"> <li>○ <b>A Quebec identity and address service (SQIA):</b> The Government of Québec will continue work to implement the SQIA. This solution will optimize the management of its data by focusing on the use of existing government assets.</li> <li>○ <b>A government authentication service (SAG): work to develop and implement a simple solution for secure transaction services is underway. The Government of Québec currently uses almost 15 authentication mechanisms.</b></li> </ul> </li> </ul> <p>Development of SQIA and SAG is just one stage in enacting the government's vision for integrated service delivery in a single location.</p>
<b>2. <u>Priorities (cont.):</u></b>	<p><u>Quebec Parental Insurance Plan:</u></p> <ul style="list-style-type: none"> <li>• QPIP: In 2017, implementation of the reformed service application form. New forms currently available, a single form will be used. This is a dynamic form that will be created based on the client's situation.</li> <li>• QPIP: Work to allow customers to submit documents needed for review of their eligibility, to their online file.</li> </ul>

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	<u>Public Registers sector</u> <ul style="list-style-type: none"> <li>• <b>Implementation of the Firearms Registration File:</b> On June 9, 2016, Quebec's National Assembly adopted the Firearms Registration Act. The purpose of this legislation is to provide peace officers with a tool enabling them to know where unrestricted firearms are located in Quebec and who owns them (mainly hunting rifles). It stipulates that citizens and merchants must register their firearms in a firearms registration file managed by the MSP or by anyone to whom it delegates this responsibility. The MSP has delegated responsibility to Services Québec for implementing and managing the FIAF, given its assets and expertise in managing registries, delivering electronic services and customer service. The work to develop and implement the computer solution began in January 2017 and will continue throughout the year.</li> <li>• <b>Amalgamation of some registers</b> within the Public Registers sector has already begun and four bills have been passed for this purpose (Bills 116, 64, 59 and 113). In addition, analyses have begun to assess the relevance of amalgamating other registers. Work has also been done with the SCT to define an ideal amalgamation model and objective analytical criteria, to determine the relevance of amalgamation.</li> </ul>	Reno Bernier Assistant Deputy Minister, Government Records – MTESS Tel. 418-646-0425, ext. 60146 <a href="mailto:reno.bernier@servicesquebec.gouv.qc.ca">reno.bernier@servicesquebec.gouv.qc.ca</a>
	<u>Services Involving the DEC</u> <ul style="list-style-type: none"> <li>• <b>Data sharing agreements with the other provinces:</b> The DEC will continue to work on putting in place information sharing agreements with its counterparts in other provinces in order to keep civil status registries up to date. Agreements between the DEC and the registrars of civil status of Ontario, New Brunswick, British Columbia and Saskatchewan will be reached soon.</li> </ul>	Hermel Grandmaison Civil Status Director – MTESS Tel: 418-644-3099 <a href="mailto:hermel.grandmaison@dec.gouv.qc.ca">hermel.grandmaison@dec.gouv.qc.ca</a>
<b>3. <u>Showcase/Sharing:</u></b> Are there any resources in your administration such as requests, processes, etc., that other administrations might have an interest in applying or implementing in their own administration?		

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<p><b>4. <u>Issues and Needs:</u></b> Briefly describe any service delivery issues you would like to share with the Council and what assistance you might be seeking from PSSDC.</p> <p>For the MTESS as a whole, and especially for the deployment of Services Québec, the following issues are important in terms of optimizing the delivery of public services:</p> <ul style="list-style-type: none"> <li>• Enrolling government departments and agencies in pooling of expertise and resources to create a service delivery that is better adapted to the needs and expectations of citizens and businesses;</li> <li>• Changing management, personnel training and risk management during major organizational restructuring;</li> <li>• The best practices in terms of multi-mode and multi-service windows offering an integrated and consistent service delivery, and the calculation of the resulting benefits;</li> <li>• Interconnexion of systems with a view to sharing some information between various M/Os and developing joint systems to reduce the number of times citizens and businesses are asked for the same information.</li> </ul> <p>Finally, trends in mobility (e.g. government standards) or clientele migration strategies, secure exchanges and open government are subjects in which Quebec is very interested.</p>	<p>Dominique Bouchard Coordinator, Strategic Mandates Development Department of Services Québec Ministère du Travail, de l'Emploi et de la Solidarité sociale Tel. 418-646-0425, ext. 69970 <a href="mailto:Dominique.Bouchard@servicesquebec.gouv.qc.ca">Dominique.Bouchard@servicesquebec.gouv.qc.ca</a></p>