

Identifying Priorities for the Research Committee of the Joint Councils

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Co-Chairs, Research Committee of the Joint Councils:

Public Sector Service Delivery Council

Public Sector Chief Information Officer Council

November 2015

Outline

- Background on the Joint Councils
- Context
- Identifying Research Priorities: Our Approach
- Preliminary Results: Emerging Priorities
- Next Steps for the Research Committee
- Your Views?

Background

➤ What is the “Joint Councils”?

- The Joint Councils consists of two pan-Canadian Councils – the Public Sector Service Delivery Council (PSSDC) and the Public Sector Chief Information Officer Council (PSCIOC).
- Each Council consists of senior officials representing the federal, provincial/territorial and municipal levels of government.
- The Councils meet regularly in-person and via teleconference, both separately and as a Joint Councils.

➤ Mission of the PSSDC:

- To be a catalyst for: sharing information; identifying common challenges; initiating research and gaining insight into client needs; developing practical solutions; and, linking up government services wherever possible.
- The PSSDC’s intent is to ensure that Canadian public services are at the forefront of providing excellent, modernized services which result in a customer experience which meets or exceeds citizens’ and the business community’s expectations.

➤ Mission of the PSCIOC:

- To enable enhanced service to the Canadian public through collaboration across governments and demonstrated leadership in the management of information and technology.

Background

➤ Mandate of the Research Committee

- The Research Committee is responsible for directing and overseeing a broad range of research activities, under the guidance of the Joint Councils, to support the public sector inter-jurisdictional CIO and service delivery communities.

➤ Membership

- Co-chairs: Richard Dalpé, Government of Canada and Guy Gordon, Government of Manitoba
- Suzanne Macdonald, ISED
- Urvashi Dhawan-Biswal, ESDC
- Howah Lee, PSPC
- Susan Martin, NWT
- Roxanne Hersack, Alberta
- Beth Collins, British Columbia
- Mark Burns, Yukon
- Glenn Brunetti, Region of Peel
- Ex-officio members: Dan Batista, ICCS; Maria Luisa Willan, ICCS Linda Robins, ICCS

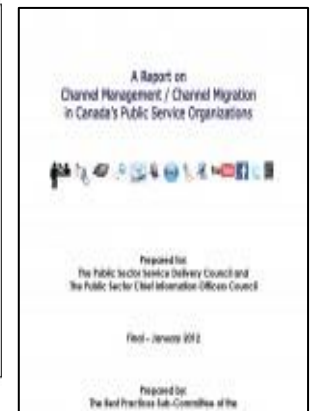
Why Service Research Matters

- Canada's inter-jurisdictional service research (*Citizens First* and *TCOB*) has driven *data to action*
 - Strategy
 - Defined expectations
 - Opportunities for improvement
 - Empowers action from DM's to front line
 - Benchmark – Are we making progress?

- Leaders now looking to service research to guide *digital government* transformation
 - Expectations of “digital” versus actual service experience
 - How citizens view privacy Vs service
 - Service design and policy effectiveness

PSSDC-PSCIOC Research Committee Products

- Research Committee Report Summary Overview (2014)
- Mobility and Government: Opportunities and challenges for Service Delivery and Information Management. (2014)
- Innovative Self-Service Practice Report (2013)
- Anywhere, Anytime, Any Device: Innovations in Public Sector Service Delivery (2012)
- Channel Management/Channel Migration in Canada's Public Service Organizations (2012)



Other Service Research Related Activities of PSSDC-PSCIOC

- Support of *Citizen's First* and *Taking Care of Business*
- Channel Shifting - *Behavioural Insights Playbook* (2017)
- Data Driven Intelligence *Framework and Collaboration*
- Pan-Canadian Identity Management Ecosystem
- Service to Business



Context

- Joint Councils currently in “transformation” phase
- New Framework: Providing best in class public services... leveraging digital opportunities and innovation
- Re-assessing and re-establishing priorities
- Role of Research Committee is to support the advancement of Joint Council priorities and related working groups

Identifying Research Priorities

Our Starting Point:

- Current priorities of the JC:
 - Digital government
 - Identity management
 - Bundling of services
 - Open data and information
 - Legislative barriers
 - Privacy and security
 - ...and more!
- Broad range of service-related issues; need to make informed decisions in advancing JC priorities / agenda

Identifying Research Priorities Approach

- Survey of Joint Council members involved:
 - Developing survey instrument
 - Seeking responses
 - Analysing / assessing results
 - Preliminary report
 - Discussion / validation

Research Priorities: What We Heard

- Our starting point: priority research themes:
 - Access to digital services (technology /demographics)
 - Client-centric services
 - Client feedback
 - Digital government
 - Identity management
 - Legislative barriers
 - Privacy and security
 - Social media in service delivery

Research Priorities: Taking our Findings to the “Next Level”

- Ranking the priority themes and assessing current level of knowledge for each
- Further refining our priorities by asking: “What are the key questions to be answered for each of the top priority themes?”

Emerging Priorities:

1. Digital Government

➤ Digital Strategy, Governance and Organizational Capacity

- What are Canadians' expectations with regard to interacting with government in a digital space?
- What is the current baseline for digital services in Canada and what capabilities do governments require and how can these be developed?
- What are critical elements of Digital Strategy?
- How should digital strategy be governed?

Emerging Priorities:

2. Citizen-Centred Service Delivery

- What is the most effective way to remove barriers (technical, legal, policy, etc.) and connect services across departments and jurisdictions to improve a client's service experience? What are the best practices?
- How to increase utilization of digital services?
- How can public sector organizations encourage Canadians to shift utilization away from existing channels?
- What are the best practices regarding the use of customer, behavioral and operational data to improve service delivery?
- What type and level of service experience do Canadian businesses expect?
- What are specific gaps in experience and expectation across the spectrum of Government to Business service delivery?

Emerging Priorities:

3. Identity Management

- What are the most important issues for Canadians that JC will need to manage in order for IDM to be successful?
- How do Canadians and businesses view the trade-offs between convenience, personalization, and sharing personal information?
- Are these views changing and if so, how are they changing?
- How can change be managed?

Next Steps for the Research Committee

- Further validation of results
- Presentation to Joint Councils in December
- Develop a proposed work plan
- Discussion of work plan at January JC meeting

Your Views Matter!

- What are your reactions to the identified priorities?
 - Are there any key gaps?
 - What do we already know about these?
- What are the opportunities for partnership in addressing these priorities?
- How can we better share research, data and other information as a broader research community?

Thank You!

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