

Appendix A: ISD Interview Questionnaire

Overview of ISD Initiative

1. *What are the key ISD initiatives that you have worked on or are currently working on in your jurisdiction?*

By ISD this means initiatives to deliver public facing services that cross-traditional boundaries of ministry, jurisdiction or sector. This includes single-window service, one-stop delivery, one-stop access, one-stop shopping, and service clustering. It does not include such internal services as sharing payroll services between ministries.

Catalyst for ISD

2. *What was the driver that prompted the development of your ISD initiative? (e.g. improve customer service, increase efficiency, contribute to an e-government mandate)*
3. *Where did this direction come from?*

Scope

4. *What was the scope of ISD project (i.e. description, objectives and deliverables?)*
5. *What did you hope to achieve?*

Achievements

6. *What has the ISD Initiative achieved to date?*

Partnerships

7. *Did you form any partnerships to accomplish the goals of your ISD project?*

By partnerships, this means collaborative arrangements that cross-traditional boundaries of ministry, jurisdiction or sector.

- a. *If so, with whom?*

Challenges and Lessons Learned

8. *What were some of the most significant challenges your jurisdiction and you faced (are still facing) on your way to implementing this ISD initiative?*
9. *How did you overcome or how are you working on resolving these challenges?*
10. *Are there any challenges that you have not been able to overcome?*
 - a. *If so, why not?*
 - b. *What would you do differently next time? (lessons learned)*

Critical Success Factors

11. *What are two key Critical Success Factors that have contributed most to the success of your ISD initiative?*
 - a. *Please describe your experiences of how each factor was necessary to the success of your ISD initiative.*
12. *Are there any critical success factors that are not on the list that should be?*

Enablers

13. *Have you and/or other groups within your jurisdiction developed ISD strategies/frameworks/models that have paved the way for integrated service delivery?*
14. *Examples from other jurisdictions include project charters, business models, strategies and frameworks.*
15. *Would you be able to provide us with e-copies of this material for sharing with PSSDC?*
 - a. *Are they available on the Internet?*

Vision for ISD

16. *What is the vision for ISD in your jurisdiction?*
 - a. *Is this generally supported by the whole of government or just a part?*
 - b. *In your opinion, what would it take to get to the vision?*

Opportunity for Pilots

17. *Are there any initiatives that you would like to develop that would be well suited to an interjurisdictional ISD pilot?*
18. *Has work been started in this area?*
 - a. *If so by whom and with whom?*
19. *Can we share this idea more broadly?*
20. *Should we follow up on this with you or is there someone else we should contact?*