

## Introduction

Governments face, and must overcome, multiple challenges on their journey to integrated service delivery. As such, the Integrated Service Delivery Sub-Committee (ISD-SC) of the Public Sector Service Delivery Council (PSSDC)<sup>1</sup> has undertaken to analyse existing integrated service delivery initiatives across Canada. This critical analysis looks closely at critical success factors, best practices, and challenges faced by ISD practitioners across Canada.

The first objective of this project is to draw on the collective experience of jurisdictions that have successfully, or in some cases not so successfully, manoeuvred their way through common ISD pitfalls. It is hoped that the ISD community can use these experiences and lessons learned to leverage the ISD agenda in their home jurisdictions.

To gather the collective experience of ISD practitioners, this project examined two aspects of ISD: critical success factors and ISD challenges, focusing on how they were overcome. By gathering together this information and sharing it within the ISD community, it is intended that PSSDC members will be provided with a means to:

- Reduce duplication of effort,
- Increase “ammunition” to gain support for the ISD agenda with concrete examples,
- Reduce risk of implementing ISD initiatives through knowledge of what has worked in the past,
- Increase co-operation between jurisdictions,
- Increase understanding of the unique nature of other jurisdictions and how it has influenced your ISD projects, and
- Identify opportunities to accelerate inter-jurisdictional service delivery advances.

The second objective is to update the environmental scan of integrated service delivery initiatives in Canada. It is hoped that by reading case studies about successful organizations and

---

<sup>1</sup> The Public Sector Service Delivery Council (PSSDC) explores common issues, develops partnerships and co-ordinated solutions, and shares best practices in the field of public sector service delivery. Membership is drawn from each of the ten provinces, the three territories, and the federal government.

how they are working to implement ISD initiatives, it will inspire new ISD projects or partnerships across the country.

Finally, by sharing knowledge of potential pitfalls, new ideas, and critical success factors, the ISD community can increase its collective capacity to successfully move the ISD agenda further in their home jurisdictions; thus, better positioning jurisdictions to achieve excellence and innovation in public sector service delivery.