

## Methodology

To gather the experiences of the ISD community, the researchers requested that PSSDC members submit names of individuals/organisations (federal/provincial/territorial) currently working on ISD initiatives<sup>1</sup>. During the months of February/March 2003, participants were contacted and a total of 19 interviews were conducted in person or over the phone. Jurisdictions represented include the federal government, the majority of provinces (exceptions include Quebec, Nova Scotia, Newfoundland and Labrador), and the Government of Yukon. Only jurisdictions that PSSDC members had provided contacts for during December 2002 and January 2003 were interviewed.

Participants were sent copies of the interviewee questionnaire in advance. To see a copy of the interview questionnaire, please refer to **Appendix A**. In addition to the interview, the researchers requested that participants forward project descriptions, business plans, accountability frameworks etc. that could be used to fill out their case study and to form a collection of ISD resources. These documents are summarized in the Enablers section of this report. Full text versions are included as separate documents in the report package posted on the Institute for Citizen-Centred Service's web site at <http://iccs-isac.org/>. It is hoped that these resources will act as a toolbox for other jurisdictions as they move their ISD agendas forward.

Finally, participants were sent copies of their case studies and were asked to make revisions as necessary to ensure accuracy and to approve their release for this project.

---

<sup>1</sup> For the purposes of this analysis integrated service delivery (ISD) was defined as "initiatives to deliver public-facing services (i.e. to customers that are not internal to government) that cross traditional boundaries of ministry or jurisdiction, or both", and/or is a significant concept to organisations in the field of public sector service delivery. ISD means single-window service, one-stop delivery, one-stop access, one-stop shopping, service clustering, multiple service delivery channels and overall an innovative way of delivering services to citizens.