

Project Background

The quality of government services and service delivery initiatives around the world is being driven by citizens who are demanding services that are both organized in a citizen-centered manner and are more responsive to their needs. At the same time, fiscal constraints are driving greater efficiency in how these services are delivered. As a result, ways of doing business that were acceptable in the past are now being challenged by the public and rethought by public sector organizations. Governments across Canada have made commitments to change the way they interact with their customers by ensuring that customer satisfaction and service are their highest priorities. To meet these important commitments, many jurisdictions are developing strategies for cutting-edge integrated service delivery.

With few exceptions, policy development for ISD is largely being undertaken in traditional jurisdictional silos. This leads to duplication of effort and reduces the potential for interjurisdictional alignment and seamless delivery to the customer. Identifying and sharing these ISD frameworks/models/strategies will help move the agenda forward both by leveraging lessons learned and coordinating approaches across jurisdictional boundaries.

While modernizing service delivery is a priority for governments, it can be difficult to secure support and funding for ISD initiatives during times of political uncertainty or fiscal constraint. During these times, governments are more likely to revert to the silo approach. It is felt that the information gathered during this project might help show the value of working across traditional boundaries.