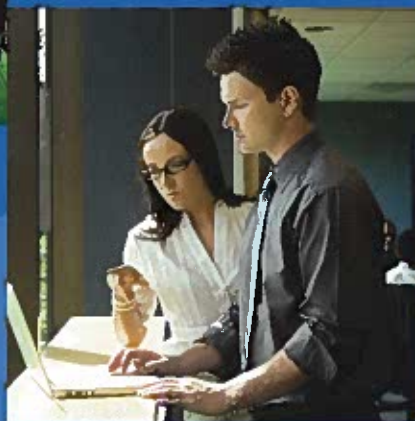
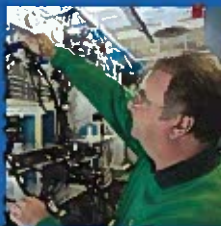


It's all about service



Ministry of Labour and Citizens' Services

CITIZENS' SERVICES
SERVICE PLAN SUMMARY

2008/09 – 2010/11



Ministry of
Labour and
Citizens' Services

Message

FROM THE MINISTER

The Ministry of Labour and Citizens' Services is committed to providing British Columbians with a stable labour environment and excellent citizen services. The 2008/09 – 2010/11 Service Plan outlines this commitment and explains in detail how it will be achieved.

Service BC offices are delivering hundreds of frontline government programs and services – online, in person and by phone – in 59 communities across British Columbia. In 2008, they are celebrating 150 years of success as the friendly face of government for our residents, businesses and visitors.

Building on the success of our Connecting Communities program, which has brought high-speed Internet access to 91 per cent of British Columbians, Network BC is now focused on working with First Nations, the federal government and other partners to provide broadband connections to all 203 First Nations communities in B.C. This is creating unique new opportunities for community capacity-building and digital literacy. Preservation and revitalization of First Nations languages,

accessing services quickly and conveniently, and connecting with families and friends are examples of how a robust broadband infrastructure can contribute to healthy communities.

Shared Services BC continues to provide innovative, technology-based business solutions and services to its clients within government and the broader public sector. These include procurement and supply, corporate accounting, strategic acquisitions and intellectual property.



The Ministry is committed to helping government achieve its goal of being carbon neutral by 2010. New measures will include electronic collaboration tools to reduce government travel, work towards more environmentally friendly buildings, and purchasing policies that favour environmentally friendly products. The Ministry will continue to purchase hybrid vehicles to replace older, less fuel efficient vehicles in the government fleet. To date, this program has resulted in a tenfold increase in the number of hybrid vehicles, which puts us in a leadership position in Canada. Each hybrid on the road in British Columbia represents greenhouse

gas emissions of less than half those produced by a conventional gasoline engine.

The Ministry's work in all of these areas will continue to improve the services that government provides to British Columbians in an open and transparent manner. In that regard, the Ministry's stewardship of the *Freedom of Information and Protection of Privacy Act* continues to be a priority. We are working with stakeholders, both inside and outside government, to ensure the Act remains one of the best in Canada. In October, during my speech to the Information Summit in Vancouver, I pledged to work with interested parties on the issue of information management.

I thank all Ministry staff for their dedication and professionalism. I am privileged to work with them as we turn these important goals into results.

Honourable Olga Ilich

Minister of Labour and Citizens' Services

February 14, 2008

***Vision:** A trusted provider of world class, integrated services and infrastructure solutions to benefit all British Columbians.*

***Mission:** Citizens' Services will transform, deliver and promote public services which are cost-effective, accessible and responsive to the needs of citizens and businesses.*



Committed to providing pricing in a timely way and to determine how to best forecast and manage upcoming changes in prices, resourcing and service availability.

Purpose OF THE MINISTRY

Citizens' Services plays a leadership role in enabling the transformation of how services are delivered and information is managed across government to meet the needs of citizens, businesses and the public sector. Citizens' Services is committed to a culture of continuous improvement. We are implementing a comprehensive initiative to co-ordinate our approach to clients and deliver integrated services to meet their business needs.

The Ministry provides front-line services to citizens on behalf of other ministries, and also has a unique role in government as the provider of much of the enabling infrastructure and services that ministries need to perform their own core business functions efficiently and effectively.

Making services more accessible, easier to deal with and more responsive to those who need them is an area of expertise for Citizens' Services. The Ministry also takes a leadership role in a large number of government initiatives where success is contingent on building relationships, developing innovative solutions to business challenges and partnering effectively across organizational boundaries.

"Always striving to improve the quality of service to citizens and businesses, to make services easier to access and to make services more efficient to provide."

Citizens' Services provides corporate leadership and strategic direction for information management and information technology across government. It is responsible for the *Freedom of Information and Protection of Privacy Act*, the *Personal Information Protection Act*, the *Document Disposal Act*, and the *Electronic*

Transactions Act and all policy, standards and directives that flow from them.

The Capital Planning Secretariat provides advice to government on short and long-term capital investment decisions. This Secretariat will work closely with ministries to

analyze, establish priorities and consolidate and manage information on capital projects.

The Ministry of Labour and Citizens' Services conducts its business in a manner that is consistent with and upholds government's vision, mission and values as identified in the Province of British Columbia's Strategic Plan. As Government evolves and plans for the future, Citizens' Services will continue to support the goals of government by proactively addressing challenges and remaining agile enough to capitalize on opportunities.



Strategic CONTEXT

Providing corporate leadership and strategic direction to ministries to ensure information and technology is managed and used efficiently for better service delivery.

Recent times have brought a remarkable acceleration in the pace of change. The combined forces of globalization, technological innovation and an increasingly knowledge-based economy are changing the way government conducts its business and delivers its services.

In delivering a full suite of internal corporate shared services, as well as citizen-centred services to the public on behalf of other ministries, Citizens' Services is well positioned to support government in responding proactively to these changes.

OPPORTUNITIES

Working to further integrate our suite of services, thereby improving the quality of services and creating a maximum benefit for taxpayers.

Leveraging our expertise in strategic partnerships and developing new ways to work with the broader public sector and the private sector will help government build capacity and expertise, access capital, transfer risk and leverage economies of scale by reducing the unit price of commodities.

Providing expert advice to ministries on the full range of service delivery models, from direct delivery inside government through to different outsourcing arrangements. By understanding the relative merits of all options, Citizens' Services will work with ministries to find solutions to their unique business needs.

Continuing to support work to close the social and economic gap with First Nations. The access to e-health and e-education, and the increased economic opportunities brought by broadband connectivity will be critical to achieving this goal.

Consolidated infrastructure of its shared services model positions Citizens' Services as an agent of change supporting government transformation.

Committed to helping government achieve its goal of being carbon neutral by 2010. New measures include electronic collaboration tools to reduce government travel, more environmentally friendly buildings and purchasing policies that favour environmentally friendly products. We will continue to purchase hybrid vehicles to replace older, less fuel efficient vehicles in the government fleet.

CHALLENGES

The aging population of B.C. is putting financial pressure on all government programs and services. By 2011, the number of employees leaving the labour force is expected to exceed new entrants for the first time, which will create an increasingly competitive labour market.

All programs and services in government will continue to compete for taxpayer dollars. To continue to deliver high quality programs and services, government will increasingly seek private sector capital as well as non-government organization service providers.

Citizen expectations continue to increase. British Columbians, especially baby boomers, are increasingly technically literate and demanding of better, faster and more efficient government service delivery. Citizens do not want to worry about what ministry or what level of government is providing a particular service. They want access to services when and where they need them by whatever channel – Internet, telephone or in-person – they prefer.

Address the impact of climate change, including a key goal for government to become carbon neutral by 2010.



OBJECTIVES & STRATEGIES

For each of its three goals, Citizens' Services has identified objectives to be achieved over the next three years. The goals state the overall intended results of the Service Plan, while the objectives translate these goals into more specific desired outputs and outcomes. The strategies describe the key initiatives that will be implemented in order to accomplish the goals and objectives.

GOAL ONE

SERVICE EXCELLENCE: A trusted organization that exceeds customer expectations.

Objective

Increased citizen, customer and client satisfaction with service availability, service usability and service delivery.

Key Strategies

- Strengthen business relationships and knowledge of the Citizens' Services' mandate through better communications and interactions with citizens, customers and clients;
- Implement a co-ordinated approach to customer relationship management; and
- Continuously improve the service delivery experience in response to customer feedback.

Performance Measure 1: Customer satisfaction

PERFORMANCE MEASURES	BASELINE	2007/08 FORECAST	2008/09 TARGET	2009/10 TARGET	2010/11 TARGET
Service BC (public)	96% (2004/05)	> or = 96%	> or = 96%	> or = 96%	> or = 96%
Shared Services BC (public sector staff) (index)	72% (2007/08)	N/A	75%	78%	80%

Performance Measure 2: Citizen satisfaction with provincial government services

PERFORMANCE MEASURE	2006/07 BASELINE	2007/08 FORECAST	2008/09 TARGET	2009/10 TARGET	2010/11 TARGET
Citizen satisfaction with provincial government services	54 out of 100 (Overall satisfaction score)	55 out of 100	56 out of 100	57 out of 100	58 out of 100

GOAL TWO

SERVICE VALUE: A trusted organization that maximizes benefits to clients and taxpayers.

Objectives

1. Value for money
2. Predictable and transparent shared services prices

Key Strategies

- Develop a performance measurement framework to improve our ability to measure service value;
- Establish a transparent framework to objectively and consistently assess government's information management and information technology investments;
- Seek new opportunities to maximize benefits; and
- Price services in a consistent, timely and transparent manner.

Performance Measure 3: Payroll cost per employee paid

PERFORMANCE MEASURE	2003/04 BASELINE	2007/08 FORECAST	2008/09 TARGET	2009/10 TARGET	2010/11 TARGET
Payroll cost per employee paid	\$421.00	24% cost reduction over base (\$320)	24% cost reduction over base (\$320)	24% cost reduction over base (\$320)	24% cost reduction over base (\$320)

GOAL THREE

SERVICE INNOVATION: A trusted organization that enables government transformation.

Objectives

1. Increased productivity
2. Information can be shared across the enterprise as appropriate
3. Government works innovatively with the broader public sector

Key Strategies

- Integrate and co-ordinate services to better meet the service needs of citizens, customers and clients;
- Implement the first phase of the information management and information technology plan;
- Remove barriers to innovation; and
- Implement the citizen-centred service delivery plan.

Performance Measure 4: Information technology investment in end-user productivity compared to industry's most effective and efficient information technology service delivery organizations

PERFORMANCE MEASURE	2004/05 BASELINE	2007/08 FORECAST	2008/09 TARGET	2009/10 TARGET	2010/11 TARGET
Information technology investment	77% of world-class standard	Increase: closer to world-class	Increase: closer to world-class	Increase: closer to world-class	Increase: closer to world-class

Performance Measure 5: Percentage of First Nations with access to broadband facilities

PERFORMANCE MEASURE	2007/08 BASELINE	2008/09 TARGET	2009/10 TARGET	2010/11 TARGET
Percentage of First Nations with access to broadband facilities	42% (85 of 203 First Nations)	62% (125 of 203 First Nations)	74% (150 of 203 First Nations)	86% (175 of 203 First Nations)

Performance Measure 6: Effectiveness of government information security arrangements

PERFORMANCE MEASURE	2006/07	2007/08 FORECAST	2008/09 TARGET	2009/10 TARGET	2010/11 TARGET
Compliance with the ISO/IEC 17799:2005 information security standard	2.9 out of 4	Improvement over previous year	Improvement over previous year	Improvement over previous year	Improvement over previous year

For more details on performance measures, please see the full service plan document: www.bcbudget.gov.bc.ca/2008/sp/lcs/

