

2001-2002 RPP Information Update

Volume 1-1

January 10, 2001

Information Update - Report on Plans and Priorities

- ◆ Section III is to be presented by business line. Please report on your first Business Line by completing sub-section 3.1 to be immediately followed by sub-section 3.2. List your second Business Line and complete sub-sections 3.1 and 3.2. List your third Business Line etc.
- ◆ Section III - With respect to Citizen-centred Service Delivery, the Government of Canada has launched the *Service Improvement Initiative*. This initiative commits departments to achieve a minimum of 10% increase in client satisfaction in key services to the public by 2005. Treasury Board Ministers have required departments to report on the Initiative through the annual RPP/DPR process.

The *Service Improvement Initiative* applies to departments with key, significant direct service delivery activities to Canadians.. To determine if you are one of those departments, please refer to <http://www.tbs-sct.gc.ca/si-si/sii-ias/index.shtml>.

Departments subject to this policy must identify for each key service to the public (by business line), that is covered or will be covered by a Service Improvement Plan; identify baseline satisfaction measures (using the Common Measurements Tool authorized by the Treasury Board) and the associated annual client satisfaction improvement targets; and plans to establish service standards for all key services to the public. Departments are reminded that they will have to report against the satisfaction improvement targets and service standards in subsequent DPRs.

If you wish to review the document, *A Policy Framework for Service Improvement in the Government of Canada* it can be found at the following web address http://www.tbs-sct.gc.ca/pubs_pol/sipubs/si_as/pfsi_e.html.

For further assistance on this subject please contact Terry Hunt at (613) 952-7447 or Jeff King at (613) 952-5088.

- ◆ Section IV: Joint Initiatives covers two major Initiatives Horizontal and Collective. Horizontal Initiatives are government-wide in nature. Collective initiatives may involve a federal department with one or a number of other federal departments and/or provincial department(s) or private sector partners etc.
- ◆ Note that although Government-On-Line can be reported under Section IV: Horizontal Initiatives or Section II: What's New, Section III specifically asks departments to address Government-On-Line by business line.
- ◆ Planned spending figures will be provided to you later this month.
- ◆ In accordance with our November RPP call letter please provide us with your best forecast of spending up to the end of the current fiscal year. The material should be forwarded to Mary Jane Jackson by either e-mail (Jackson.MaryJane@tbs-sct.gc.ca) or fax (613) 946-3718.

- ◆ Remember to set up your PAYE account to pay for printing costs.
- ◆ Remember **final camera-ready documents are due February 26, 2001** along with a print order form and a diskette in PDF format.

If you have any comments or suggestions regarding this Update contact
Bob Mellon at 952-3376