




Enabling Government Transformation





The Government of Canada is undertaking a number of transformative initiatives to improve services to Canadians and enhance the efficiency and value for money of government investments. Treasury Board Secretariat (TBS) is providing leadership in employing the power of information and communication technologies to realize these goals.

Our work is driven by the needs and expectations of Canadians. Canadians want more than the opportunity to access high quality services on-line. Citizens and businesses are looking for convenient single-window, multi-channel access to government services, seamlessly integrated across programs, departments and jurisdictions.

To meet Canadians' needs and expectations, we are taking a "whole-of-government" approach to achieve progress across the entire government. This pamphlet highlights a few of the current initiatives and supporting tools that are *Enabling Government Transformation*.

For more information on
TBS initiatives, please visit:
www.tbs-sct.gc.ca.

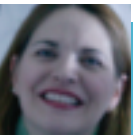
Expenditure Management Information System (EMIS)



A responsive, cost-effective government requires enabling technology and information systems that improve transparency, accountability and informed decision-making on the allocation of resources. The information system also enables the alignment of Government Priorities with Plans, Actuals and Results, within departments as well as horizontally across departments, providing faster and more accurate methods of continual reallocation of spending from lower to higher priorities.

The Expenditure Management Information System (EMIS) initiative will provide these capabilities. In order to create a framework and standards that will integrate information from multiple sources, EMIS will align priorities and spending in a flexible format. EMIS supports a whole-of-government approach to management. Interdepartmental cooperation, the capacity for collective planning and resource allocation, and a shift of focus to priority-based outcomes are all expected benchmarks of EMIS' contribution to enabling government transformation.

Business Transformation Enablement Program (BTEP)



Improving services to Canadians and enhancing the efficiency and value for money of government

investments means achieving operational efficiency gains, better outcomes for citizens, and clear accountabilities through strategic management and alignment, and business transformation.

The Business Transformation Enablement Program (BTEP) is specifically designed for governments to achieve these goals. BTEP recognizes the unique guardianship role of government including the requirement for transparency and accountability. The BTEP toolkit uses the same language commonly used in the public service and assembles a collection of inter-related “reference models” designed to facilitate both vertical and horizontal analysis. The common language and collaborative tools facilitate consensus building in multiple stakeholder and inter-jurisdictional engagements. BTEP recognizes the inherent complexity of public-sector organizations and their business processes, and seeks transformation solutions that respect the fundamental nature of the business.

Transforming Information Technology and Corporate and Administrative Services



A key component of improving services to Canadians and enabling good government lies in the stewardship of information technology (IT) / information management (IM) expenditures and services in government operations.

Two reviews currently in process will result in recommendations to transform internal

service delivery in the Government of Canada. Both the IT Services review and the Corporate and Administrative Services review are scrutinizing government-wide expenditure and management practices with the aim of identifying possible savings and providing strategies to improve their delivery.

These two reviews will conclude with the development of proposals that will define the future of internal service delivery in government by enabling more common services, agility for program delivery, value for money and results for Canadians.

Citizen Focused Service Delivery: Key Performance Indicators



Government is improving service delivery by taking new approaches to managing relationships with citizens, international visitors, and businesses. In 2003, TBS issued the Management Accountability Framework (MAF), an umbrella policy aimed at strengthening all aspects of public-sector management. Performance indicators are used to reinforce accountability and citizen-focused service, among other elements of the framework.

The service strategy initiative is developing key performance indicators that align directly with the MAF. These indicators will provide a dashboard to assess how services are meeting citizen and business needs in an efficient and cost-effective manner. The data will be used to foster a common

understanding of the government's service capabilities, focus management on strategic issues, and help public servants become more systematic in improving service delivery.

Accessibility: Building a Human Empowering Infrastructure



For most people accessible, human-centric, service make things easier. For many persons with disabilities, they make things possible. The *Accessibility Framework Architecture* brings IM/IT expertise to the challenge of delivering this “one-at-a-time” quality of service to all Canadians in a cost-effective way. This provides at least two benefits:

- ▶ **Service Transformation through the “Accessibility Dividend”**
Harvesting and applying elegant innovations and superior solutions originally designed to empower persons with disabilities to improve simpler, but more numerous, mainstream services for everyone, and
- ▶ **Cost Effectiveness through “Universal Design”**
Lowering the cost of providing special accommodation and equal access to the diversity of Canadians – regardless of the type, severity or complexity of the disability that they may happen to have.

Information Management and Service Transformation: Making the Connection



Information management plays a significant role in transforming and improving delivery of programs and services for Canadians. TBS is leading several initiatives to help departments and agencies link effective IM practices with GoC objectives for enterprise-wide service delivery.

These initiatives will equip IM specialists, program managers and employees with the resources to effectively manage information. Departments and agencies will be enabled to achieve priorities for service enhancement, cost reduction and accountability.

TBS is mapping the way forward with the following core initiatives:

- ▶ Government of Canada Information Management Program Development Strategy
- ▶ IM Portal
- ▶ Framework for the Management of Information
- ▶ Management of Government Information Policy Implementation
- ▶ Metadata and Content Management Strategy

For more about these and other strategies, visit the new IM Portal at:
www.informationmanagement.gc.ca.