



Imagine the Future

Service Delivery Initiative Office

'Working together to improve government services for British Columbians'

Imagine the Future

Imagine that you can access the government services you need with a phone call, a click of the mouse, or a single visit to a service center. Imagine that government services are designed and delivered in a way that takes your needs into account from beginning to end whether you're a citizen, a businessperson or a community volunteer. Imagine that based on the nature of your request, government assembles the information and applications you need in a way that's easy to understand, timely and simple to use. This is citizen-centered service delivery, and increasingly, this is what people are expecting from their governments.

The ideal model for citizen-centered service involves ministries, agencies and different levels of government working together to meet people's needs. This includes:

- a single, coordinated entry portal that provides access to the services of all levels of government;
- a single entry portal for each service channel (e.g. single 1-800 number) organized from the end users' perspective;
- service delivery that's seamless regardless of which government "owns" the services and how many services, providers and channels are involved;
- end users being able to receive customized (personalized) service tailored to their particular wants and needs;
- the privacy and security of the system being assured; and
- end users being able to receive the level of service they require through each channel regardless of where they live.

Whether you're a parent in Cranbrook accessing services for a child with special needs, a wilderness recreation guide in Dease Lake requiring a permit, or a community volunteer in Prince Rupert wanting to research funding sources, you should not have to be an expert on the workings of government to get the information and services you need.

Imagine the future as government modernizes its operations, your everyday needs will guide how services are designed and delivered