



## **Answers About Public Service Without Borders**

### **How does will Public Service Without Borders Work?**

Public Service Without Borders (PSWB) will enable all public sector employees around the world to network, share documents, and engage with peers. PSWB is a secure environment, the same used during the last two G-20 summits, that will permit public servants to connect to other employees from around the world to collaborate, for example, about seamless one-stop service delivery, content management, public engagement, and managing in an age of austerity.

### **What value does it hold for public sector employees?**

As we begin to recover from recent economic turmoil and respond to shifting sands, the current environment could be characterized as complex but full of opportunity. All orders of government (federal, provincial, territorial, aboriginal or municipal) and other public sector organizations are facing challenges that are increasingly complex, impact citizens and stakeholders in both predictable and unintended ways and often spread across ministerial mandates and jurisdictions.

Although resources are increasingly limited, citizens still have expectations and assume that governments will work together to address them through new and creative approaches. IPAC recognizes the need to facilitate the flow of ideas and best practices across jurisdictions not only in Canada, but around the world.

This system will provide a secure, mobile device accessible (regardless of mobile device) environment where the users own the data and the intellectual property and not the vendor. From a programmatic perspective, public sector workers will be able to connect willingly to one another and share policies, discuss and share program successes and shortcomings, and make new and valuable contacts. Ultimately this could be a very useful with respect to gaining greater public sector efficiencies.

PSWB will create links between knowledgeable individuals, as much as between institutions and jurisdictions in an objective and non-partisan environment.

### **How can it be used by citizens?**

At this time, the intention of the PSWB is not to be used by citizens. Initial steps are to connect public sector employees to one another. Perhaps, down the road, one could determine how this solution could build in citizen services and citizen interaction with public sector employees

### **Why should governments consider getting involved?**

Both governments and employees alike have been demanding an open yet secure way of conversing on common interests. Whether it be internal to government or external service delivery, there is much knowledge sharing that can occur in this particular cross-cutting sector of government. This is also the way people are communicating in their regular lives.

Furthermore, anyone working in a policy development and implementation sector should be very interested in this approach as it will provide them with an instant network of peers to connect with and engage on policy dialogue of all types.

Beyond PSWB, the myth that broad social media access and government do not mesh no longer exists; governments could deploy this type of technology to provide improved service delivery to its citizens, imaging an “Apple-like” user community using social media to help answer questions, drastically reducing the organization’s support requirements while dramatically increasing service to citizens. If the last two G-20s have used Open Text’s Social Workplace to run two of the world’s most important multilateral summits, government organizations can also leverage such new technology.

### **What are the costs involved with PSWB participation?**

There are no costs. IPAC, which is dedicated to excellence in public administration, wants to walk the talk and take bold steps to advance a new age of collaboration among public servants and with our partners.

PSWB is a part of Open Text’s dedication to fostering a strong global government capacity. Open Text has been a true strategic partner with IPAC and embodies the concept of a good corporate citizen by creating shared value and by providing the right support in the right way at the right time.

### **How Can I Sign Up?**

Send an email to [jaube@ipac.ca](mailto:jaube@ipac.ca) and we will set up an account for you. If several people from the same workplace want to join, sent us one email containing the first names, last names and emails of all the individuals and we will create accounts for everyone simultaneously.