

Designing and Delivering Service in a Citizen-Centric World

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Background

- Service delivery as drudgery
- Service improvement as a first step
- The service transformation movement



Service Transformation

- Citizen and business engagement
- Integration and alignment of services
- Expansion and integration of service channels
- Innovative partnerships with IT firms
- Collaborative governance
- Emphasis on performance measurement



Progress to Date

- Successful service integration initiatives at all levels of government
- Dedicated service transformation bodies
- Signs of progress on tougher policy issues
- Some cross-jurisdictional initiatives
- Increasing emphasis on back office
- Many partnerships with IT firms



Service Transformation Challenges

- People
- Partnerships
- Performance



People Challenges

- What happened to the citizen?
- Where are the politicians?
- How do we build sustained employee engagement?



Partnership Challenges

- What is our partnership vision?
- Can we make collaborative governance work?
- Are IT partnerships getting better?



Performance Challenges

- Is real performance measurement possible?
- Is service transformation on a successful trajectory?