

Service Innovation and Performance Department

2017 Budget Briefing Note

Description

Service Innovation and Performance Department (SIPD) includes Corporate Communications, Corporate Planning and Business Services, Human Resources and ServiceOttawa. The department improves services through enhanced public communications, business process review, innovation and the use of new technologies to drive organizational efficiency and reduce waste. Focus is placed on shifting the culture of the organization committed to customer and service delivery. Additionally, SIPD ensures programs, supports and tools are in place to support the City's biggest asset, City staff, so that they are engaged, empowered and have the tools and training required to succeed.

Programs/Services Offered

The Office of the General Manager provides oversight, strategic direction and support to the four service areas that comprise SIPD to ensure that policies, programs, audits and client relations are coordinated from a city-wide perspective consistent with the priorities and directions of City Council.

Corporate Communications plays a central role in effectively communicating the priorities of the organization to employees and the public.

In alignment with the mandate of the Service Innovation & Performance Department, Corporate Communications provides clear and timely external and internal communications through a focus on new innovation and the use of new technologies. Functions of the service include: Issues Management, Media Relations and Public Information.

Corporate Planning and Business Services (CPBS) supports senior management and City departments to advance Council priorities and improve service delivery. CPBS supports senior management oversight and the accountability framework, provides centralized internal consulting capacity that reduces City departments' requirements for external consultant services, and offers timely and responsive corporate programs and support services. CPBS also leads specific city-wide functions including: administrative policy; enhanced risk management; strategic planning and performance management.

Human Resources (HR) is a centre of expertise providing a one-stop shop for the City's Human Resources needs. Focus is on innovating City Human Resources practices, streamlining transactions, enhancing leadership development, succession-planning and improving HR data integrity and timeliness to support leaders to get the information they need to make sound decisions.

Human Resources support organizational effectiveness through the implementation of health and wellness programs, while ensuring regulatory compliance.

ServiceOttawa is the first stop for City information and services for residents, businesses and visitors through ottawa.ca, by phone through 3-1-1, and in person through seven Client Service Centres. ServiceOttawa is responsible for providing a consistent, accessible, high quality client experience and for measuring and continually improving the front-end client experience with City services.

ServiceOttawa supports departments through expertise in web tools and technology, processes and practices to support the on-line self-service channel for residents, and the oversight and day-to-day operations of ottawa.ca. Additionally, Organizational Development consultants assist in strategic priority areas that support Service Excellence and focus on improved employee engagement, operational efficiency and client satisfaction.