

Service Innovation and Performance Department

2018 Budget Briefing Note

Description

This new service area was formed to lead the City in developing new, innovative ways to improve services. This service area will use innovative digital technologies and new industry and community partnerships to enhance the client experience by targeting high-impact processes which are of the greatest value to residents. By analyzing data Service Transformation will be able to assist other service areas to identify opportunities that will improve the client experience for residents. Finally, Service Transformation supports the implementation of new service delivery processes and technology through communication and organizational change strategies.

Programs/Services Offered

Service Analytics and Planning: provides data analytics and strategic planning expertise and project support to improve service delivery, efficiency and decision making.

Service Improvement: establishes and maintains the City's targeted service improvement framework with associated tools and a dedicated team to enable a consistent and straightforward approach. It focuses on high-opportunity, high-impact business process reviews and other improvement methodologies that increase efficiencies and reduce waste targeting our main challenges across the City.

Digital Service Innovation: develops and implements the City's Digital Services Strategy that will identify and deliver the next phase of digital service transformation, including: continuous improvements in digital client-centric service delivery; a culture of innovation; new digital skills and capabilities for City staff; data analytics to support digitization initiatives; an evolving intelligent infrastructure.

Organizational Effectiveness: provides employee communications and organizational development expertise to facilitate employee engagement, share information and advance the organization through the culture shift to One City, One Team.