



PWGSC @ YOUR SERVICE

Our Services, Standards and Results 2012–2013

DMs' MESSAGE

WE ARE PLEASED to present *PWGSC @ Your Service*, our second annual edition dedicated to **services, standards** and **results**.

Last year, we made a promise to our clients:

- to report on how we did against our 2011–2012 service commitments;
- to improve our current service standards and ensure they meet client expectations; and
- to develop new standards for more of our service offerings.

We are proud to report that we have **met over 80% of our service standard targets** from last year and in many cases **exceeded them**. Where we have fallen short, service improvement measures are in place. We have **raised the targets for almost half of our standards** and developed **new standards** for other services.

In this issue, you will find:

- **PWGSC's main service offerings**, including a number of **innovative** and **specialized** services;
- **2011–2012 targets** for each service area and our **results**;
- Revised **service standards** and targets **for 2012–2013**; and
- **Service channels** to access our key services.

Service standards are not just numbers to us. They define our accountability and underscore the importance of maintaining clear communication, understanding our clients' expectations and strengthening our business relationships. At the same time, **service standards are not static**, as our services and the means of delivering them are continually evolving—as are the needs of our clients.

New and emerging technologies are creating unprecedented opportunities for service improvement, collaboration and efficiencies. Our department will continue to innovate and invest in all of its service areas. We will take advantage of these opportunities in a way that complements and adds value to the changing service priorities, resources and demands of our clients during this time of budget constraints.

PWGSC's service transformation is our response to this changing environment. This e-publication is an example of this transformation, meant to better accommodate our clients and to support the greening of government operations.

We thank you for your continued partnership and look forward to working with you as we fulfill our ongoing mission to offer high-quality services that meet your needs and ensure sound stewardship on behalf of Canadians. ■

Note: This text was published in September 2012 when François Guimont was the Deputy Minister and Andrew Treusch the Associate Deputy Minister.



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2012–2013

SERVICE STANDARDS OVERVIEW

In 2011–2012, we achieved or surpassed 37 of 45 targets! These results demonstrate our commitment to meet our clients' expectations. Where there are shortcomings, we will continue to work to improve our performance.

In 2012–2013, we are also raising targets in almost half (19 of 45) of our service standards.

Service Category (Click a service category for more details)	2011–2012		2012–2013	
	Number of service standards	Service standards that met or surpassed the target* ★	Number of service standards	Service standards with a higher target* ↑
BUYING AND SELLING	8	5	9	4
PAYMENTS AND PENSIONS	13	9	9	4
PROPERTY AND BUILDINGS	8	8	8	3
SECURITY, CORPORATE AND INFORMATION SERVICES	8	8	9	6
TRANSLATION, INTERPRETATION AND OTHER LINGUISTIC SERVICES	8	7	9	2
TOTAL	45	37	44	19

*A target is the percentage of times a service standard should be fully achieved. Our service standards targets typically range from 80% to 100%.



Serving
GOVERNMENT,
Serving
CANADIANS.

PWGSC @ YOUR SERVICE

Our Services, Standards and Results 2012–2013

OUR TRANSFORMATION INITIATIVES

CHECK OUT OUR FEATURED INITIATIVES:

- BUYANDSELL.GC.CA
- CANADIAN INNOVATION COMMERCIALIZATION PROGRAM
- COMMON DEPARTMENTAL FINANCIAL SYSTEM ALIGNMENT PROJECT
- DIRECT DEPOSIT INITIATIVE
- MOBILE LINGUISTIC APPLICATION—*OURLANGUAGES.GC.CA ON THE GO!*
- PAY TRANSFORMATION
- PENSION TRANSFORMATION
- RETIREMENT PLANNING—ONLINE VIDEOS
- SINGLE-WINDOW APPROACH FOR SMALL DEPARTMENTS AND AGENCIES
- TRANSLATION BUREAU'S TRANSFORMATION
- WORKPLACE 2.0

Improving the way we do business

- **32 Departmental Service Agreements** will be signed by 2013–2014—setting priorities and planning collaboratively with client departments.
- **Client Engagement Framework**—a consistent approach to our day-to-day interactions with clients.
- **Client Barometer**—broadening our tool to regularly measure clients' overall satisfaction.
- **Reporting** on our performance and raising the bar for our service standards.
- Launching a personalized **single-window service strategy** for small departments and agencies.

Communication and training

- **Client service training** for PWGSC staff, resulting from a new **client service competency**.
- **Client-oriented Web presence**—integrating our current service channels to increase accessibility of services.
- **The Advantage**—a new e-bulletin with the latest information on our services and initiatives. Coming Soon!



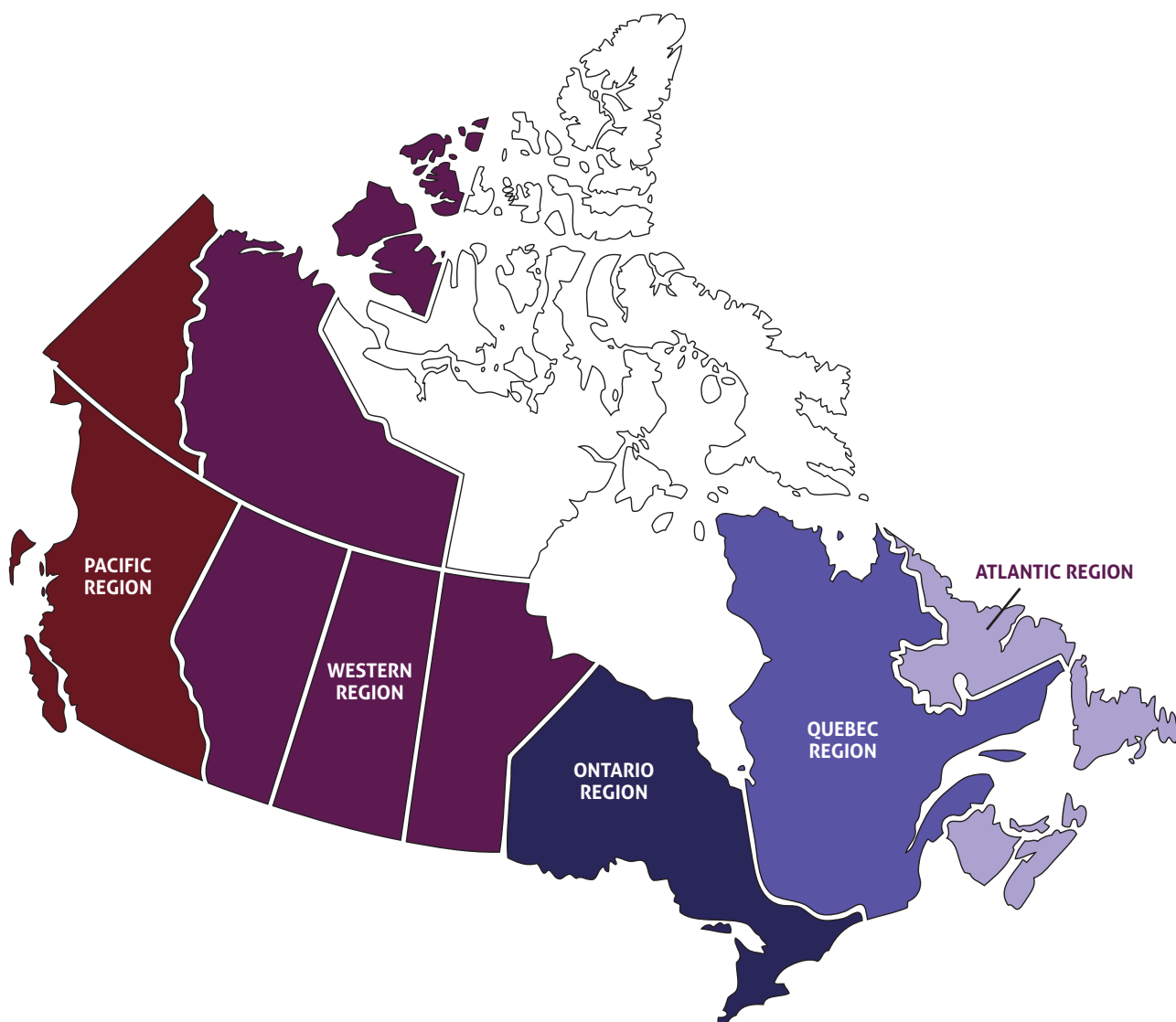
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CANADIANS.

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Our Services, Standards and Results 2012–2013

REGIONAL ACCESS

Take advantage of all PWGSC services through our regional access channels. We are improving our service channels to facilitate access to services and enhance your service experience.



PACIFIC REGION

AREAS

British Columbia and the Yukon.

OFFICES

Vancouver, Victoria.



<http://www.tpsgc-pwgsc.gc.ca/pac/index-eng.html>



Questions@pwgsc-tpsgc.gc.ca



604-666-3995

WESTERN REGION

AREAS

Provinces of Manitoba, Saskatchewan, Alberta and the Northwest Territories. We cover a vast geographical area, from metropolitan centres to remote communities in the High Arctic.

OFFICES

Main offices in Winnipeg, Regina, Saskatoon, Edmonton, Calgary and Yellowknife.



QuestionsWest.OuestQuestions@pwgsc-tpsgc.gc.ca



780-497-3500

ONTARIO REGION

AREAS

The Province of Ontario, excluding the National Capital Area.

OFFICES

23 service points in areas such as Toronto, Mississauga, Kingston, London, etc.



<http://www.tpsgc-pwgsc.gc.ca/ontario/index-eng.html>



ONT.Web@pwgsc-tpsgc.gc.ca



416-512-5700

QUEBEC REGION

AREAS

The Province of Quebec, excluding the National Capital Area.

OFFICES

Main offices are in Montreal and Quebec City.



<http://www.tpsgc-pwgsc.gc.ca/que/region/text/index-eng.html>



Que.Questions@tpsgc-pwgsc.gc.ca



514-496-3621

ATLANTIC REGION

AREAS

Nova Scotia, New Brunswick, Prince Edward Island, Newfoundland and Labrador.

OFFICES

Halifax, Dartmouth, Sydney, Moncton, Saint John, Charlottetown and St. John's.



ATLClientRelations.RelationsaveclacienteleATL@pwgsc-tpsgc.gc.ca



902-496-5000



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2012–2013

BUYING AND SELLING

SERVICES AND INITIATIVES

Key Services

We provide departments and agencies with the expertise needed to **acquire complex commercial goods and services**. We also sell surplus, non-restricted goods through **GCSurplus.ca**, our official online auction site.

BUYING—PROCUREMENT TOOLS AND SERVICES

- **Assistance** through the **procurement lifecycle**:
 - Identifying the goods or services to be purchased
 - Selecting the most effective procurement approach to managing the bidding process
 - Using the Government Electronic Tendering System (GETS), etc.
- Support with **standing offers, supply arrangements**, etc.
- **Additional services and expertise**:
 - Market research to identify product availability
 - Product planning
 - Method-of-supply studies
 - Policy development and review
 - Maintenance of a statistical database and reporting capability
 - Procurement tools to support the electronic procurement function

SELLING—GCSURPLUS.CA

- The only authorized agent for the **sale of surplus federal and seized goods** for over 100 federal departments and agencies, some non-federal organizations, including provincial governments and police forces.
- GCSurplus.ca client interface (<https://www.gcsurplus.ca/mn-eng.cfm?snc=ouv-log&ouvlog=1&vndsld=0>)—Facilitates client departments' declaring surplus items for sale; advanced reporting module to track all items sold on GCSurplus.ca.

CLIENT RELATIONSHIP MANAGEMENT

- **Effective engagement**
- **Reliable communications**
- **Monitoring** client satisfaction
- **Issues management**
- **Strategic planning** and service agreements
- **Program oversight**

Featured Initiatives

We are transforming and creating new services to better meet our clients' needs and provide the best value for money.

BUYANDSELL.GC.CA

WHAT

Buyandsell.gc.ca, a Web portal for government buyers and industry suppliers. Find information about doing business, and **specific procurement tools and methods** to purchase goods and services from suppliers.

BENEFITS

- Various **search options** to find procurement tools and services.
- New ***Standing Offer Index Quick Search***—government buyers can refine their search by selecting from a list of most requested goods and services.

CANADIAN INNOVATION COMMERCIALIZATION PROGRAM

WHAT

A research and development procurement program designed to **bridge the pre-commercialization gap** by supporting Canadian companies in moving their innovations into the marketplace.

The **top-ranked prequalified innovations** are **matched with federal departments**, which act as the first buyer and user of these Canadian innovations.

BENEFITS

- Federal departments can **test state-of-the-art Canadian innovations, improve operations**, and enable **more effective service delivery** to Canadians.
- The initiative gives departments the **opportunity to meet with potential suppliers** to discuss challenges, and needs, and explore how these suppliers can assist in meeting their operational requirements.

SERVICE STANDARDS, RESULTS AND TARGETS

We have **achieved or surpassed 5 of our 8 targets for our buying and selling services!**

In 2012–2013, we will closely monitor the areas that need improvement and support our regions. Overall, we are **increasing 4 of our targets** and **adding a new service standard** to strengthen our commitment to serve you better.

BUYING AND SELLING	TARGET 2011–2012	RESULT 2011–2012	TARGET 2012–2013
PROCUREMENT TOOLS AND SERVICES			
Acknowledge receipt of client requisitions sent electronically (e.g., by email) within 1 business day	80%	100%★	95%⬆
Acknowledge receipt of client requisitions sent by fax or mail within 2 business days	80%	97%★	95%⬆
Provide clients with their procurement officer's name and contact information within 5 business days of allocation or requisition	80%	64%	80%
Award contracts in the National Capital Region and regions within the following timeframes based on contract value:			
▪ Under \$25,000, within 45 working days	80%	75%	80%
▪ Between \$25,000 and \$100,000, within 80 working days	80%	79%	80%
▪ Between \$100,000 and \$400,000, within 100 working days	80%	80%★	80%
▪ Between \$400,000 and \$1,000,000, within 100 working days NEW!	–	–	80%
CLIENT RELATIONSHIP MANAGEMENT			
Acknowledge clients' inquiries within 1 business day*	90%	99%★	95%⬆
Respond to clients' inquiries within 3 business days*	90%	97%★	95%⬆

*In 2012–2013, the service standards will apply to inquiries addressed to client executives as well as all other Acquisitions Branch staff at the manager level and above.

LEARN MORE ABOUT OUR SERVICES



Click!

WEB

BUYING AND SELLING

(<http://www.tpsgc-pwgsc.gc.ca/app-acq/index-eng.html>)



Connect!

EMAIL

BUYING AND SELLING

(Buyingandselling.Achatsetventes@pwgsc-tpsgc.gc.ca)



Call!

1-800-811-1148



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2012–2013

PAYMENTS AND PENSIONS

SERVICES AND INITIATIVES

Key Services

We ensure that current and retired federal government employees receive their payments, carry out the responsibilities of the Receiver General, and manage the government's bank accounts by negotiating banking arrangements for the issuance of payments and the collection of revenue.

FEDERAL PAY AND BENEFITS ADMINISTRATION

- Timely and accurate **direct deposit payments** for employees
- Online self-service tools (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/awr-cwa/txt/index-eng.html>), viewing pay stub/tax slips, and changing insurance coverage
- **Pay advisory support** for complex pay issues
- Classroom and online **training** sessions about pay and insurance about employees
- Standardized and efficient **pay administration services** provided by the Public Service Pay Centre

RECEIVER GENERAL SERVICES

- Expert accounting and reporting **advice**
- **Banking arrangements**, issuance of **payments**, **reconciliation** of deposits
- **Authentication** of government payments, **fraud detection** and **cheque enquiry** services.
- Optional **bill payment services**

FEDERAL PENSION ADMINISTRATION

- Pension **estimates** and related information for employees
- Processing **pension payments**
- Answering **queries** and providing **advice** and **guidance** about pension services

COMMON DEPARTMENTAL FINANCIAL AND MATERIEL MANAGEMENT SYSTEM SERVICES

- Financial and materiel management **Web application** and **on-line reporting tool**
- **Hosting** of the application, **assistance** with implementation, problem resolution
- **Maintenance**, service desk support and business continuity

Featured Initiatives

We are transforming and creating new services to better meet our clients' needs and provide the best value for money.

PAY TRANSFORMATION

WHAT

The Transformation of Pay Administration Initiative is two projects: Pay Modernization (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/txt/tap-tpa-eng.html>) and Consolidation of Pay Services (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/txt/tap-tpa-eng.html>).

Replacing the 40-year-old Regional Pay System with a modern, commercial, off-the-shelf pay system by 2015–2016 and transforming services and processes.

Starting in 2012, and over a four-year period, gradually **transferring** pay administration services of departments using the Government of Canada Human Resources Management System (PeopleSoft) to the **Public Service Pay Centre in Miramichi, N.B.** The Pay Centre will administer pay services for 184,000 employees in 56 departments.

BENEFITS

- **Reducing:** potential for **errors, duplication** in employee pay data entry (because of its integration with departmental human resource management systems), and **timeframes** to process pay transactions and payments.
- Consistent service delivery from **single site, standardized** business processes.

PENSION TRANSFORMATION

WHAT

The Transformation of Pension Administration is two projects: Government of Canada Pension Modernization (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/pmssp-gcpmp/pmssp-gcpmp-navigation-eng.html>) and the Centralization of Pension Services Delivery (<http://www.tpsgc-pwgsc.gc.ca/remuneration-compensation/pcpsp-copsdp/pcpsp-copsdp-menu-eng.html>) (completed November 2011).

Replacing the 40-year-old pension administration infrastructure with modern, industry-standard systems, business processes and services.

Modernizing the government's pension administration infrastructure and creating the **Government of Canada Pension Centre in Shediac, N.B.**

BENEFITS

- **Modern, timely, cost-effective** pension administration services to employees, pensioners and federal government departments and agencies.
- Approximately **\$23 million in savings** have been realized.
- **Immediate and consistent pension advice** with direct access to customer service representatives—thanks to **streamlined business processes, increased automation** and **new self-service tools** like pension calculators.

Featured Initiatives (cont'd)

RETIREMENT PLANNING— ONLINE VIDEOS

WHAT

Online videos (<http://www.tpsgc-pwgsc.gc.ca/pension/video/index-eng.html>) offering retirement planning information about the Public Service Pension Plan.

BENEFITS

- **Help employees understand** their public service pension plan and group insurance benefit plans.
- Eventually replace in-person information sessions.

DIRECT DEPOSIT INITIATIVE

WHAT

Receiver General payments made on behalf of the Government of Canada (e.g., Employment Insurance payments, income tax refunds, Government of Canada pay and pension cheques). which are currently issued as **cheques, will be transitioned to direct deposit by April 1, 2016.**

BENEFITS

- Direct deposit is increasingly becoming a **preferred** method of conducting business.
- In comparison to cheques, direct deposit is more **cost effective, convenient, reliable and environmentally friendly.**

COMMON DEPARTMENTAL FINANCIAL SYSTEM ALIGNMENT PROJECT

WHAT

Implementation of three new common departmental financial system modules: **asset management, materiel management, and salary management.**

Integrating the Departmental Financial and Materiel Management System to support chief financial officers in the **implementation of the Treasury Board Policy and Directive on the Stewardship of Financial Management Systems.**

Adopting **standardized and interoperable financial management systems, common financial management business processes and common enterprise data** (in production in 2012–2013).

BENEFITS

An integrated solution: **a single point of entry; improved data integrity; common data definition; standardized end-to-end business processes; and improved reporting.**

SERVICE STANDARDS, RESULTS AND TARGETS

We have **surpassed 9 of our 13 targets for our payments and pensions services!** Our success is a result of our experienced staff, regularly updated ISO-certified processes, and our friendly and efficient 8 a.m. to 4 p.m. call centre to respond to client requests from anywhere in Canada.

As the arrows in the table indicate, we are **increasing 4 of our targets** in 2012–2013 to strengthen our commitment to serving you better. We are also adding **1 new standard** to show our increased commitment to service excellence.

PAYMENT AND PENSIONS	TARGET 2011–2012	RESULT 2011–2012	TARGET 2012–2013
FEDERAL PAY AND BENEFITS ADMINISTRATION			
Upon receipt of completed documentation from compensation advisors in departments or the Public Service Pay Centre:			
▪ Process payments within 5 business days	95%	90%	95%
▪ Process new deductions and entitlements within 10 business days	95%	93%	–
▪ Process salary service corrections within 20 business days	95%	98%★	–
For departments receiving services from the Public Service Pay Centre, enquiries acknowledged within 1 business day and answered as per established standards NEW!	–	–	95%
RECEIVER GENERAL SERVICES			
Ensure Public Accounts are posted online within 24 hours of tabling in the House of Commons	99.99%	100%★	–
Process all payments daily as per established schedules	99.9%	100%★	99.9%
Reconcile monies received by the Receiver General for Canada within 2 business days	95%	100%★	95%
Process all remittance payments and make deposits before 1:30 p.m. every weekday	98%	99%★	–
Process Receiver General cheque status enquiries within 24 hours	99.9%	100%★	99.9%
Process requests for a copy of a paid Receiver General cheque from the previous 2 years within 2 business days	98%	100%★	98%
FEDERAL PENSION ADMINISTRATION			
Process pension payments and provide pension estimates within established timeframes	90%	78%	95%⬆
Provide call centre services Monday to Friday 8:00 a.m. to 4:00 p.m. (local time)	90%	99%★	–
Answer Public Service Superannuation Act calls within 30 seconds	90%	N/A	90%
COMMON DEPARTMENTAL FINANCIAL AND MATERIEL MANAGEMENT SYSTEM			
Provide system availability and response time, release management, and client support as per client agreements	95%	99%★	95%

LEARN MORE ABOUT OUR SERVICES



Click!

WEB

PAYMENTS AND PENSIONS

(<http://www.tpsgc-pwgsc.gc.ca/services/pmnts-eng.html>)



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EMAIL

■ **FEDERAL PENSION ADMINISTRATION**

(pensioncentre.centredespensions@pwgsc-tpsgc.gc.ca)

■ **RECEIVER GENERAL SERVICES**

(RGENquire.RequetesRG@pwgsc-tpsgc.gc.ca)



Call!

FEDERAL PENSION ADMINISTRATION

1-800-561-7930

RECEIVER GENERAL SERVICES

■ Accounting and Reporting: 819-956-1794

■ Payments: 819-956-2738

■ Banking Arrangements: 819-956-2945

■ Common Departmental Financial System and Material Management: 819-956-2870



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2012–2013

PROPERTY AND BUILDINGS

SERVICES AND INITIATIVES

Key Services

We manage one of the **largest and most diverse real estate portfolios** in the country. We also offer a wide range of **professional and technical services**.

PROFESSIONAL AND TECHNICAL SERVICES

- **Advising** clients with planning or decision making on acquisition, construction and maintenance of assets to determine the most cost-effective real estate solution
- **Helping design, construct, rehabilitate or fit-up** any type of project: bridges, airports, marine infrastructure, laboratories, dams, highways, office fit-ups and contaminated sites, etc.
- Providing **property and facility management services** with state-of-the-art practices and technologies for cost savings and environmental benefits
- Expertise in a **wide variety of asset types**: office buildings, secure facilities, laboratories, transportation, heritage facilities, contaminated sites and lands, etc.

OFFICE ACCOMMODATION SERVICES

- **Managing office space needs** of federal organizations in accordance with the Government of Canada's accommodation policy
- **Advising** clients on the most suitable approach to meeting their accommodation needs: e.g., appropriate mix of Crown-owned, lease and lease-purchase arrangements, including public-private partnerships
- Effective **maintenance** and **operation** of our real estate assets
- Responding to **property and facility emergencies**

CLIENT RELATIONSHIP MANAGEMENT

- **Effective engagement**
- **Reliable communications**
- **Monitoring** client satisfaction
- **Issues management**
- **Strategic planning** and service agreements
- **Program oversight**

Featured Initiatives

We are transforming and creating new services to better meet our clients’ needs and provide the best value for money.

WORKPLACE 2.0

WHAT

Designing and delivering modern, integrated workplace solutions in the context of the new fit-up standards.

Our Workplace 2.0 vision for workplace renewal has 3 pillars:

- The Workplace—renewal of our physical workplace in support of a renewed and improved public service;
- The Back Office—renewal of systems, policies and processes to support public servants in program delivery; and
- The Way We Work—our use of new technologies to connect, collaborate and communicate.

BENEFITS

- **Maximized use of space and technology** to create **more flexible** and **dynamic** office spaces.
- **Healthier, more productive** and **attractive** workplaces for the employees of tomorrow.
- Increased **employee mobility; enhanced collaboration; modern, efficient workplaces; greener** and more **cost-efficient** buildings.

BEST PRACTICE

Health Canada’s Centre of Innovation in Kanata, Ontario.

SERVICE STANDARDS, RESULTS AND TARGETS

We have **surpassed all our targets for our property and buildings services!** These results demonstrate our commitment to continuously improve service and meet client expectations. Our success is a result of experienced staff, appropriate use of the National Service Call Centre, better time management, new business practices by portfolio, and regular meetings between our account executives and clients.

As the arrows in the table indicate, we are **increasing 3 of our targets** in 2012–2013 to strengthen our commitment to serving you better. We strive to be proactive in communicating with our clients.

PROPERTY AND BUILDINGS	TARGET 2011–2012	RESULT 2011–2012	TARGET 2012–2013
PROFESSIONAL AND TECHNICAL SERVICES			
Deliver projects over \$1M on time, on scope and on budget in accordance with the National Project Management System principles, provided that certain conditions* are met and are based on negotiated project charters or specific service agreements			
▪ On time	90%	97%★	90%
▪ On scope	90%	96%★	90%
▪ On budget	90%	97%★	90%
Provide regular progress reports to clients and address any potentials issues	90%	100%★	95%↑
OFFICE ACCOMMODATION SERVICES			
Ensure facilities remain operational during normal business hours (defined as 7:00 a.m. to 6:00 p.m., Monday through Friday)	99%	100%★	99%
Satisfaction rating for service calls reported through the National Service Call Centre	85%	87%★	85%
CLIENT RELATIONSHIP MANAGEMENT			
Acknowledge clients' inquiries within 1 business day	90%	100%★	95%↑
Respond to clients' inquiries within 3 business days	90%	100%★	95%↑

***Conditions** relate to timely project notification, availability, completeness of statement of requirements, and funding.

LEARN MORE ABOUT OUR SERVICES



Click!

WEB

- PROPERTY AND BUILDINGS
(<http://www.tpsgc-pwgsc.gc.ca/biens-property/index-eng.html>)
- WORKPLACE 2.0
(<http://www.tpsgc-pwgsc.gc.ca/mt-wp/index-eng.html>)



Connect!

EMAIL

- PROPERTY AND BUILDINGS
(RealProperty.Biensimmobiliers@pwgsc-tpsgc.gc.ca)
- WORKPLACE 2.0
(WP2.MT2@pwgsc-tpsgc.gc.ca)



Call!

PROPERTY AND BUILDINGS

1-800-O-Canada (1-800-622-6232)

WORKPLACE 2.0

819-956-6467



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2012–2013

SECURITY, CORPORATE AND INFORMATION SERVICES

SERVICES AND INITIATIVES

Key Services

We deliver **security services** to federal government departments, Canadian industry and foreign governments. We provide program management support to departments and agencies that use **common administrative systems** as well as **human resource services**. We also offer a suite of **document imaging** services for departments and agencies that rely on paper-based processing.

SECURITY SERVICES

SECURITY CLEARANCE ISSUANCE

- **Security clearances** for employees requiring access to protected and classified information related to government contracts awarded to the private sector by PWGSC.
- **Personnel security screening** services to PWGSC employees and Canadian private sector organizations involved in protected/classified government contracts awarded by PWGSC or when requested by other government departments.
- On-site **inspections of organizations** with access to protected and classified information.

INDUSTRIAL SECURITY CALL CENTRE

- Answer **queries** and provide **advice** and **guidance** about industrial security.

Key Services (cont'd)

CORPORATE AND INFORMATION SERVICES

COMMON ADMINISTRATIVE SYSTEMS AND HUMAN RESOURCE SERVICES

- **Integrated program support and management** to clusters of departments and agencies that use shared corporate administrative systems, such as the Government of Canada Human Resources Management System, the Integrated Financial and Materiel System, FreeBalance System.
- **Human resource support** such as resourcing, compensation, classification, workforce adjustment, management, labour relations for departments and agencies.
- **Continuous improvement** of back office systems and enhancement of the services offered to other departments, such as:
 - Shared Financial Systems and Services
 - Human Resources Information System replacement project
 - Shared Case Management System Project
 - New Business Intelligence module in financial management

DOCUMENT IMAGING SERVICES

- **Digitization** of paper records or images onto a secure file format.
- **Indexation, classification, extraction, archive** of data using automated software.
- Data accessed through the **client's existing IT systems** or hosted on a secure **Web portal**.
- **Instant access** to the information through desktop PCs.
- **Better decision making;** increased office **productivity;** improved call centre service levels; **substitution of costly storage areas** for productive office space.
- **Certified**—ISO 9001:2008 for quality management; Canada General Standards Board CAN/CGSB-72.34-:2005 for electronic records and CAN/CGSB-72.11-93 for Microfilm and Electronic Images.

Featured Initiatives

We are transforming and creating new services to better meet our clients' needs and provide the best value for money.

SINGLE-WINDOW APPROACH FOR SMALL DEPARTMENTS AND AGENCIES

WHAT

A single-window approach for small departments and agencies—a point of contact for all business needs for this important client base, enhancing access to services, shortening response times and improving end-to-end service management.

BENEFITS

- Stronger **client relationship management** framework
- **Simplified communication channels** for service requests
- Improved long-term **business planning**
- **Streamlined** service delivery **processes**

SERVICE STANDARDS, RESULTS AND TARGETS

We have **surpassed our targets for our security, corporate and information services!** As the arrows in the table indicate, we are **increasing 6 of our targets** to strengthen our commitment to serving you better.

SECURITY SERVICES	TARGET 2011-2012	RESULT 2011-2012	TARGET 2012-2013
SECURITY CLEARANCE ISSUANCE			
Provide a response to each Simple Reliability clearance request within 7 business days, upon receipt of a properly completed request	80%	86%★	85%↑
Provide a response to each Complex Reliability clearance request within 160 business days, upon receipt of a properly completed request	80%	89%★	85%↑
Provide a response to each Classified Secret clearance request within 75 business days, upon receipt of a properly completed request and documentation or information from third parties, and provided that a Complex Reliability clearance has already been granted	80%	83%★	80%
INDUSTRIAL SECURITY CALL CENTER			
Provide responses to all simple inquiries (phone calls, voice messages and emails) within 2 business days	80%	96%★	90%↑
Refer complex inquiries outside the call centre to a subject-matter expert within 2 business days	80%	96%★	90%↑
CORPORATE AND INFORMATION SERVICES			
	TARGET 2011-2012	RESULT 2011-2012	TARGET 2012-2013
COMMON ADMINISTRATIVE SYSTEMS AND HUMAN RESOURCES			
Deliver on key cluster commitments on time, on scope and on budget based on annual cluster plans and confirmation of funding	90%	97%★	95%↑
Deliver timely compensation transactions as identified in annual Memoranda of Understanding (MOUs) to government departments and agencies	96%	100%★	98%↑
DOCUMENT IMAGING			
Process and image documents as per client agreements	99.9%	99.9%★	99.9%
Reduce document imaging costs per page by 10% (annual) NEW!	–	–	100%

LEARN MORE ABOUT OUR SERVICES



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WEB

SECURITY, CORPORATE AND INFORMATION SERVICES

(<http://www.tpsgc-pwgsc.gc.ca/services/pmnts-eng.html>)



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EMAIL

■ SECURITY SERVICES

(ssi-iss@tpsgc-pwgsc.gc.ca)

■ COMMON ADMINISTRATIVE SYSTEMS AND HUMAN RESOURCE SERVICES

(SISP.SSIS@pwgsc-tpsgc.gc.ca)

■ DOCUMENT IMAGING SERVICES

(Imaging.Imagerie@pwgsc-tpsgc.gc.ca)

■ SMALL DEPARTMENTS AND AGENCIES

(danl.loewen@pwgsc-tpsgc.gc.ca)



Call!

SECURITY SERVICES

■ Toll Free: 1-866-368-4646

■ National Capital Region: 613-948-4176

COMMON ADMINISTRATIVE SYSTEMS AND HUMAN RESOURCE SERVICES

613-947-8277

DOCUMENT IMAGING SERVICES

819-956-6597

SMALL DEPARTMENTS AND AGENCIES

613-943-1895



PWGSC @ YOUR SERVICE

Our Services, Standards and Results 2012–2013

TRANSLATION, INTERPRETATION AND OTHER LINGUISTIC SERVICES

SERVICES AND INITIATIVES

Key Services

We can help you meet your various language-related needs—24 hours a day, 7 days a week. We can translate ultra-specialized reports, extremely sensitive documents and tweets, and revise translations. We also provide other services such as conference interpretation, language advice and glossary development specific to your organization.

INTERPRETATION

- Interpretation services at **various events**: intra- or inter-departmental conferences, federal–provincial–territorial ministers' meetings, international summits, bilateral or multilateral talks between heads of state or governments
- Interpretation services in **American Sign Language (ASL)** and **Langue des signes québécoise (LSQ)**.
- English and French **lip-reading** interpretation, and deaf-blind **tactile** interpretation

CLIENT CONTACT CENTRE SERVICES

- **General information** on our products and services and your accounts and invoices
- Information on how to use:
 - On-Line Ordering System (<https://commande.bureaudelatraduction.gc.ca/tbiis/public/NewLogin.jsp%3Flanguage%3Denglish>);
 - **Termium Plus**® (<http://btb.termiumplus.gc.ca/>); and
 - Language Portal of Canada (<http://www.noslangues-ourlanguages.gc.ca/index-eng.php>)

CLIENT RELATIONSHIP MANAGEMENT

- **Effective engagement**
- **Reliable communications**
- **Monitoring** client satisfaction
- **Issues management**
- **Strategic planning** and service agreements
- **Program oversight**

Key Services (cont'd)

TRANSLATION AND OTHER LINGUISTIC SERVICES

- Translation services in **both official languages**, in Canada's **Aboriginal languages** and in over a **100 foreign languages**
- **Revision** services, including rereading, proofreading and quality assurance
- **Personalized services**—on-site translators, in your offices
- Translation in highly **specialized** fields: economics, law, environmental sciences, medicine, biology, engineering (civil, electrical, mechanical and industrial), informatics, technology, social sciences and human sciences
- **Secure** handling of protected and classified documents
- **Guarantee** of quality and satisfaction with the service provided
- **Network of language professionals** across Canada

TERMINOLOGY STANDARDIZATION SERVICES

- **Standardization and dissemination** of terminology in various public service fields, **integration** of this terminology in **TERMIUM Plus®**—the Government of Canada's terminology and linguistic data bank
- **Customized glossaries**, expansion of **specialized dictionaries** and **revision of glossaries** produced by client departments and agencies
- Development and dissemination of products that improve the quality of communications in both official languages:
 - **Language Portal of Canada**—first national website that showcases Canadian expertise in the language field (www.ourlanguages.gc.ca)
 - Linguistic recommendations and reminders
 - **Bilingual and multilingual glossaries and vocabularies** (all offered free of charge)
 - **Writing tools**
 - **Language Update**—the Translation Bureau's quarterly journal
- Answers to your terminology and linguistic **questions**.
- Participation in the work of **terminology committees**

Featured Initiatives

We are transforming and creating new services to better meet our clients' needs and provide the best value for money. We are always on the lookout for new trends in language technologies to help our clients meet their official languages obligations in an ever-changing environment.

MOBILE LINGUISTIC APPLICATION— *OURLANGUAGES.GC.CA ON THE GO!*

WHAT

The Government of Canada's **first mobile linguistic application**.

Developed by the Translation Bureau (<http://www.btb.gc.ca/>), this mobile app gives you access to **TERMIUM Plus®**, the Government of Canada's terminology and linguistic data bank.

TERMIUM Plus® is the flagship product of the Language Portal of Canada (<http://www.noslangues-ourlanguages.gc.ca/index-eng.php>), a one-stop shop for information on language and writing, language quizzes, writing tools and a host of other resources on various aspects of English and French.

BENEFITS

- **Quickly** find the English and French equivalents of a wide range of terms in various fields.
- **Download it free of charge** on your iPhone® or BlackBerry® at <http://www.ourlanguages.gc.ca/app-mobile>.

TRANSLATION BUREAU'S TRANSFORMATION

WHAT

Transformation initiative seeking to modernize the Bureau and create a solid foundation for the future.

Increasing productivity by using language technologies, streamlining internal processes and using resources efficiently, to provide services to the Government of Canada at a lower cost.

BENEFITS

In 2011–2012, the Bureau **increased productivity by 7.3%** and **lowered its expenses by \$11.9 million**, which **kept it from increasing its rates** for a second year in a row.

SERVICE STANDARDS, RESULTS AND TARGETS

We achieved or surpassed 7 of our 8 targets for our translation, interpretation and other linguistic services! The priority we place on client service, the outstanding cooperation of our clients, and our close follow-up on all requests are among the factors contributing to this nearly perfect result.

We will continue the system maintenance work to respond immediately to clients' online requests. As the arrows in the table indicate, we are **increasing 2 of our targets** to strengthen our commitment to serving you better. We are also adding **4 new standards** to show our increased commitment to service excellence.

TRANSLATION, INTERPRETATION AND OTHER LINGUISTIC SERVICES	TARGET 2011-2012	RESULT 2011-2012	TARGET 2012-2013
INTERPRETATION			
Respond to client requests and establish their needs within 1 working day NEW!	–	–	95%
Provide interpretation services for all requests that qualify under the Translation Bureau's mandate according to recognized international standards* NEW!	–	–	95%
CLIENT CONTACT CENTRE SERVICES			
Return missed calls (voicemail messages) within 1 hour, during business hours	90%	90%★	–
Process or forward emails received in the Translation Bureau's inbox to the relevant individuals before close of business (5:00 p.m. EST) on the day received	95%	95%★	–
During business hours, acknowledge receipt of emails received in the Translation Bureau's inbox and return missed calls (voicemail messages) before close of business (5:00 p.m. EST) on the day received NEW!	–	–	95%
CLIENT RELATIONSHIP MANAGEMENT			
Acknowledge clients' inquiries within 1 business day	90%	91%★	95%↑
Respond to clients' inquiries within 3 business days	90%	98%★	95%↑
TRANSLATION AND OTHER LINGUISTIC SERVICES			
Provide clients with an immediate response to requests submitted through the On-Line Ordering System that includes the name of their client service advisor	99%	98%	99%
Meet the agreed-upon delivery deadline of each project as defined in the service requests	90%	95%★	90%
TERMINOLOGY STANDARDIZATION SERVICES			
Respond to terminology queries and requests within 1 business day	95%	100%★	95%
Continue to make TERMIUM Plus® , Canada's leading terminology and linguistic data bank, accessible to Canadians, via the Internet	95%	100%★	–
Reply to comments made by users regarding TERMIUM Plus® 's terminological content and make the necessary changes, if any, to TERMIUM Plus® 's Web version within 60 days NEW!	–	–	85%

*Contact the Translation Bureau for more information.

LEARN MORE ABOUT OUR SERVICES



Click!

WEB

TRANSLATION, INTERPRETATION AND OTHER LINGUISTIC SERVICES
(<http://www.tpsgc-pwgsc.gc.ca/services/trdctn-trnsltng-eng.html>)



Connect!

EMAIL

TRANSLATION, INTERPRETATION AND OTHER LINGUISTIC SERVICES
(TranslationBureau.Bureaudelatraduction@pwgsc-tpsgc.gc.ca)



Call!

819-997-3300

AFTER-HOURS EMERGENCY SERVICE

613-282-7050

