



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2013–2014

DMs' MESSAGE

WE ARE PLEASED to present *PWGSC @ Your Service: Our Services, Standards and Results 2013–2014*, our third annual edition.

We are proud to report that PWGSC services have **met 70% of our service standard targets** from last year and in many cases **exceeded them**. The results show our sustained commitment to service excellence. When we have shortcomings, we will strive to address the issues and go the extra mile for you—our clients!

We have listened and we are acting accordingly! We are committed to **openness and transparency**. We are pleased to announce that our clients can now have access to their own results on the service standards, when available.

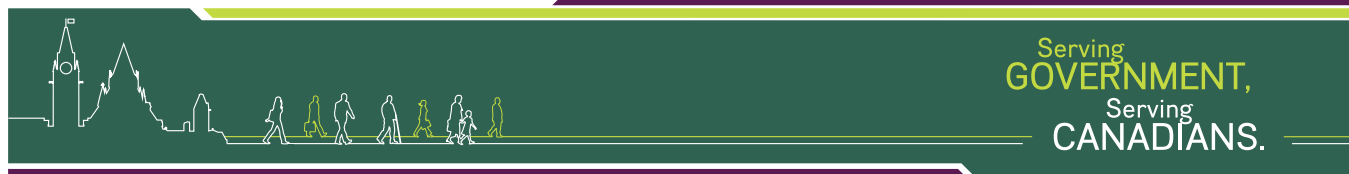
As a common service provider, we will be **working with you** to ensure we offer the best and most cost-effective solutions for our clients and for the whole of government. Together we can be more efficient and serve Canadians better!

In the future, our service standards will focus on those integrated solutions, take into account the increasing use of web and new technologies to access government services, and continue to reflect our commitment to client satisfaction.

In this issue, you will find:

- **PWGSC's main service offerings**, including a number of **innovative** and **upcoming** initiatives;
- **Information on value for money**, showing that our services result in savings to our clients and the government; **NEW!**
- **2012–2013 results** for each service area;
- Revised **service standards** and **targets for 2013–2014** to reflect clients' needs;
- Ways to **request results against service standards by client department; NEW!**
- **Some industry benchmarks; NEW!**
- Concrete **examples of how PWGSC addressed clients' issues** to increase satisfaction whenever there were shortcomings; and, **NEW!**
- Some data on **client satisfaction. NEW!**

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. ■



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2013–2014

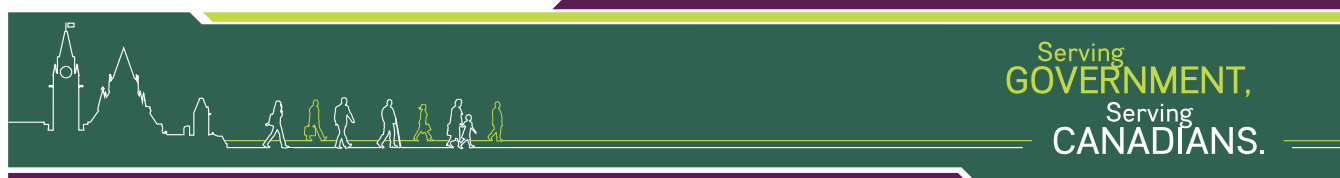
OUR FEATURED INITIATIVES

Check out what's new and exciting with our Featured Initiatives

- BUYANDSELL.GC.CA
- BUILD IN CANADA INNOVATION PROGRAM
- DIRECT DEPOSIT INITIATIVE
- ELECTRONIC INVOICE PRESENTMENT AND PAYMENT
- MOBILE LINGUISTIC APPLICATION—
OURLANGUAGES.GC.CA ON THE GO!
- PAY TRANSFORMATION
- PAPERLESS OPTIONS FOR EMPLOYEES AND PENSIONERS
- PENSION TRANSFORMATION
- RECEIVER GENERAL MODERNIZATION
- SINGLE-WINDOW APPROACH FOR SMALL DEPARTMENTS AND AGENCIES
- TRANSLATION BUREAU'S TRANSFORMATION
- WORKPLACE 2.0

Reaching out to our clients

- **Client-oriented Web presence—streamlining** and integrating our current service channels to increase accessibility of services and align with Government's approach.
- **Check out The Advantage!**—the new e-bulletin with the latest information on our services and initiatives.
- **Series of client forums on various themes and targets** (focus on services to support departments involved in Services to Citizens, Security and Protection, etc.) will take place soon in 2013 and 2014. Stay tuned!
- **Some service standard results now available by client department!**—demonstrating openness and transparency.
- **8 more Departmental Service Agreements (DSAs) signed in 2012–13!**—bringing the total to 17 so far. 32 DSAs will be signed by 2014–15—setting priorities and planning collaboratively.
- **Signed an Umbrella Agreement** for small departments and agencies on March 20, 2013!—showing mutual commitments and setting priorities.
- **"One Knock" approach for small departments and agencies (SDAs)**—enhancing access to services, shortening response times and improving end-to-end service management.



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2013–2014

SERVICE STANDARDS OVERVIEW

In 2012–2013, we achieved or surpassed 30 of 44 targets—These results demonstrate our sustained commitment to meeting our clients' expectations. Where there are shortcomings, we will continue to work to improve our performance. Some **results are now available by client department** in 4 of our 5 service categories!

In 2013–2014, we will continue to make sure our service standards are meaningful and reasonable to clients and strive for transparency in all areas.

Service Category (Click a service category for more details.)	2011–2012		2012–2013				2013–2014
	Number of service standards	Service standards that met or surpassed the target* ★	Number of service standards**	Service standards with a higher target* ↑	Service standards that met or surpassed the target* ★	Some results available by client	Number of service standards published in the <i>Our Services, Standards and Results</i> ***
BUYING AND SELLING	8	5	9	4	3	Yes	8
PAYMENTS AND PENSIONS	13	9	9	4	7	No	8
PROPERTY AND BUILDING	8	8	8	3	8	Yes	8
SECURITY, CORPORATE AND INFORMATION SERVICES	8	8	9	6	5	Yes	7
TRANSLATION, INTERPRETATION AND OTHER LINGUISTIC SERVICES	8	7	9	2	7	Yes	7
TOTAL	45	37	44	19	30		38

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

** Numbers may differ from last year's publication due to updates on service standards over the last year.

*** Some specific service standards are not included in the *Our Services, Standards and Results*. For more details on those service standards, please visit the specific service category.



Serving
GOVERNMENT,
Serving
CANADIANS.

PWGSC@YOUR SERVICE

Our Services, Standards and Results 2013–2014

REGIONAL ACCESS

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

PACIFIC REGION

Areas

British Columbia and the Yukon.

Offices

Vancouver, Victoria.

Extranet/Publiservice

<http://pacific-services.pwgsc.gc.ca/>

Telephone

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.

Telephone

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.

Internet

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

Extranet/Publiservice

<http://clientsontario.pwgsc-tps.gc.ca/ont/>

Telephone

416-512-5700

QUEBEC REGION

Areas

The Province of Quebec, excluding the National Capital Area.

Offices

Main offices are in Montreal and Quebec City.

Internet

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

Extranet/Publiservice

<http://publiservice.tpsgc-pwgsc.gc.ca/qc/region/>

Telephone

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.

Telephone

902-496-5000

NATIONAL CAPITAL REGION AND NUNAVUT

Areas

National Capital Area and Nunavut

Offices

Main offices are in the National Capital Area



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2013–2014

BUYING AND SELLING

SERVICES AND INITIATIVES

Key Services

We provide departments and agencies with the expertise needed to **acquire complex, commercial goods and services**.

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

CLIENT RELATIONSHIP MANAGEMENT

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

SERVICES AND INITIATIVES (CONTINUED)

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 for 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

WHAT'S NEW:

- Release of version 2.0 of **Buyingandsell.gc.ca**—revamped and more search options!
- Migration of the **Government Electronic Tendering Service** (GETS) to **www.Buyandsell.gc.ca/tenders**—for more transparency and improved client service

Keep in touch by consulting the News and Events sections of **Buyandsell.gc**.

BUILD IN CANADA INNOVATION 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

WHAT'S NEW:

- Name has been changed from Canadian Innovation Commercialization Program to **Build in Canada Innovation Program (BCIP)**
- Program is now permanent
- Addition of a military component.
- More details coming soon
- Check out the **new report** on the experience of small and medium enterprises (SMEs) with government procurement!

VALUE FOR YOUR MONEY AND COST AVOIDANCE

PWGSC's extensive Contracting and Procurement experience:

- **Timely and flexible** access to private sector
- Experience in negotiating **supply arrangements and standing offers**
- Ability to use **purchasing power** and to **maximize value** to the Government and Canadians
- Valuable **market intelligence** due to our regional presence across the country
- Compliance with **contracting rules and international trade agreements requirements** such as NAFTA.

SERVICE STANDARDS, RESULTS AND TARGETS

We have **surpassed 3 of our 9 targets for our buying and selling services** and, as the arrows show, we have made **progress** compared to 2011–12 results when there were shortcomings.

In 2013–14, we will focus our efforts on the higher value contracts. In 2014–2015, we will refine our service standards based on the levels of complexity of awarded contracts, to better serve you.

Buying and Selling

Procurement Tools and Services

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Available by client	Target
Acknowledge receipt of client requisitions sent electronically (e.g., by email) within 1 business day	80%	100%★	95%↑	99%★	✓	95%
Acknowledge receipt of client requisitions sent by fax or mail within 2 business days	80%	97%★	95%↑	97%★	✓	95%
Provide clients with their procurement officer's name and contact information within 5 business days of allocation or requisition	80%	64%	80%	75%↑	✓	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%	63.3%	✓	N/A
Between \$25,000 and \$100,000, within 80 working days	80%	79%	80%	↑79.5%	✓	80%
Between \$100,000 and \$400,000, within 100 working days	80%	80%★	80%	↑82.4%★	✓	80%
Between \$400,000 and \$1,000,000, within 100 working days			80%	71.0%	✓	80%

SERVICE STANDARDS, RESULTS AND TARGETS (CONTINUED)

Client Relationship Management

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Available by client	Target
Acknowledge clients' inquiries within 1 business day*	90%	99%★	95%↑	N/A	N/A	95%
Respond to clients' inquiries within 3 business days*	90%	97%★	95%↑	N/A	N/A	95%

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

If you would like to have the service standard results for your department (when the information is available), please contact your account executives. **NEW!**

We take our commitments on service standards very seriously. If you have any concerns related to our service standards or have any suggestions on how we can improve, feel free to **contact us**.

AT YOUR SERVICE: CONCRETE EXAMPLES

Check out how we go the **extra mile** for our clients. **NEW!**

Example

In the summer of 2009, PWGSC and the Department of National Defence (DND) started the three-year, multi-phase procurement process for the **armoured patrol vehicles**. This project used a **'smart procurement' approach** meaning that we established formal mechanisms to **communicate** with the industry to **better serve our clients** and ensure that Canadians are able to get the **best value for their money**.

PWGSC **engaged with suppliers** from the beginning of the process—by issuing a Letter of Interest to industry seeking information on vehicle capabilities—and was consulted throughout the process. Suppliers were able to offer different perspectives on the specifications that could lead to savings for Canadians, and an independent third party was engaged to observe and provide an impartial opinion on the **fairness, openness and transparency** of the procurement.

When the Request for Proposal (RFP) was finally posted, there were **no surprises** and when the contracts were awarded in summer 2012, the unsuccessful bidders **praised** Public Works and Government Services Canada (PWGSC) for engaging suppliers throughout the procurement process and found that it was a **good and fair** process.

HOW SATISFIED ARE YOU?

You were more satisfied about our services in 2011–12 and 2012–13 compared to 2009.

Client Satisfaction Survey



Sources: Post Contract Assessment request; 2009 EKOS Survey

TO LEARN MORE ABOUT OUR BUYING AND SELLING SERVICES



Web

Buying and Selling: <http://www.tpsgc-pwgsc.gc.ca/app-acq/index-eng.html>



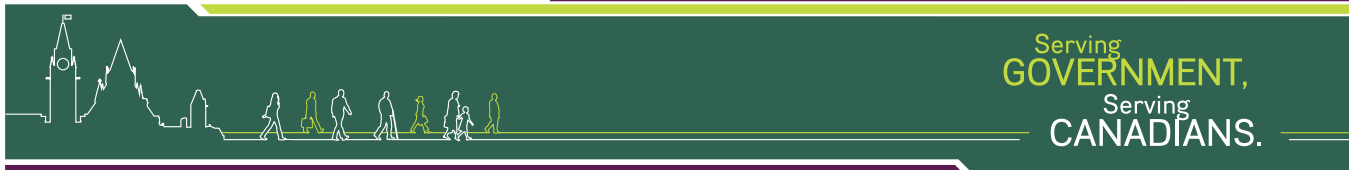
Email

Buyingandselling.Achatsetventes@pwgsc-tpsgc.gc.ca



Telephone

1-800-811-1148



PWGSC@YOUR SERVICE

Our Services, Standards and Results 2013–2014

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, including the management of the government's bank accounts by negotiating banking arrangements for the issuance of payments and the collection of revenue.

PAY AND BENEFITS

- Timely and accurate **payments** for employees.
- **Online self-service tools**, viewing pay stub/tax slips, and changing insurance coverage
- **Pay advisory support** for complex pay issues
- Classroom and online **training** sessions on pay and insurance
- Standardized and **efficient pay administration services** provided by the **Public Service Pay Centre** in Miramichi, N.B.

PENSION

- Standardized and efficient **pension administration services** provided by the **Government of Canada Pension Centre** in Shediac, N.B.
 - Provide pension related **estimates** and information for employees and pensioners
 - Process **pension benefit payments**
 - Answer **queries** and provide **advice** and **guidance** about pension entitlements

RECEIVER GENERAL

- Expert central **accounting and reporting advice** on the accounts of Canada and the production of the **Public Accounts of Canada**
- **Processing of payments** to and from Government
- Management of the government's **central treasury systems**
- Management and implementation of **banking arrangements**
- **Authentication** of government payments, **fraud detection** and **cheque enquiry** services

SERVICES AND INITIATIVES (CONTINUED)

Key Services (continued)

COMMON DEPARTMENTAL FINANCIAL AND MATERIAL MANAGEMENT SYSTEM

Maintenance and client support for a financial and material management application and online reporting tool.

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 comprised of 2 projects: **Pay Modernization** and **Consolidation of Pay Services**.

Replacing the 40-year-old Regional Pay System with a modern, commercial, off-the-shelf pay system and streamlined business processes based on industry standards by 2015–16.

Starting in 2012, and over a 4-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 for 184,000 employees in 56 departments.

BENEFITS AND COST SAVINGS:

- **Modern, consistent, timely and cost-effective** pay services across the Government of Canada
- **Seamless integration** with the Government of Canada HR System
- Implementation of the Initiative will provide government-wide annual **savings from efficiencies** in pay administration of \$78.1 million, starting in 2016–17
- **Streamlined business processes, increased automation** and **new self-service tools** for employees and managers

SERVICES AND INITIATIVES (CONTINUED)

Featured Initiatives (continued)

PENSION TRANSFORMATION

WHAT:

The Transformation of the Government of Canada Pension Administration.

The modernization and centralization of pension administration for the **Public Service pension plan** was successfully completed in January 2013.

The pension system can be leveraged to support multiple pension plans. The migration of the **Royal Canadian Mounted Police pension plan** administration to PWGSC is planned for July 2014. Additionally, the migration of the **Canadian Forces pension plan** is planned for 2016.

BENEFITS AND COST SAVINGS:

- **Standardized** and **efficient** pension administration services are provided to all pension plan members
- **Modern, timely, cost-effective** pension administration services to employees, pensioners and federal government departments and agencies
- \$29M in savings will be realized on an annual basis
- **Immediate** and **consistent advice** on pension matters with direct access to customer service representatives—thanks to **streamlined business processes, increased automation** and **new self-service tools** like pension calculators.

PAPERLESS OPTIONS FOR EMPLOYEES AND PENSIONERS

WHAT:

PWGSC is moving to decrease the amount of paper used in our operations. **Online options** have been developed for pensioners and employees.

BENEFITS:

- **Reduced paper** production and associated costs
- Convenient access to **online tools** provides flexibility for **employees** and **pensioners**

SERVICES AND INITIATIVES (CONTINUED)

Featured Initiatives (continued)

Receiver General Transformation

RECEIVER GENERAL MODERNIZATION

The Receiver General is undertaking a Modernization Initiative to **review treasury and accounting delivery** and its supporting business and information technology (IT) systems. The aim is to **maintain the integrity and sustainability** of critical government-wide treasury and accounting functions. We are fostering **Open Government** by **increasing accessibility** to government-wide accounting information, and moving our treasury operations into the digital age.

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 AND COST SAVINGS:

- Direct deposit is increasingly becoming a **preferred method** for issuing payments
- In comparison to cheques, direct deposit is more **cost effective, convenient, reliable** and **environmentally friendly**
- Supports the swift and secure evolution to a **modern digital payments system**
- Approximately **\$17.4 million in savings** will be realized

ELECTRONIC INVOICE PRESENTMENT AND PAYMENT

WHAT:

The Electronic Invoice Presentment and Payment (EIPP) envisions a “portal” with functionality to enable all suppliers to connect directly with the GC for centralized invoice submission and optional discounted early payment to be launched in early 2015.

BENEFITS AND COST SAVINGS:

- **Modern, timely, cost-effective process** relying on increased automation
- Will **leverage functionality** already established as possible, e.g., PWGSC’s Buyandsell.gc.ca
- Will connect with the multiple **“Procure-to-Pay” solutions** established by departments to ensure a **standardized approach** to vendor billing and payment services at the federal government level

SERVICE STANDARDS, RESULTS AND TARGETS

We have **surpassed 6 of our 9 targets for our payments and pensions services**. Our success is a result of our continued improvement in our systems, flexible and qualified staff, regularly updated ISO-certified processes, harmonious relationships with clients, and our friendly and accessible call centre to respond to client requests from anywhere in Canada.




In 2013–14, we will keep improving and keep an eye on our performance against comparable organizations to remain competitive.

Federal Pay and Benefits Administration

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Industry Benchmark & Result	Target
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%	↑ 95.5% ★		-
▪ Pay adjustment transactions done by the Pay Offices processed within established timeframes. NEW!					N/A	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	-	-	95%	98% ★		
For departments receiving services from the Public Service Pay Centre, enquiries answered and transactions processed as per established standards. NEW!					N/A	95%

SERVICE STANDARDS, RESULTS AND TARGETS (CONTINUED)

Federal Pension Administration

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Industry Benchmark & Result	Target
Process pension payments and provide pension estimates within established timeframes	90%	78%	95% 	89% 	<ul style="list-style-type: none"> PWGSC is 1% better than peer average group on pension payments in 2012. PWGSC is 18% below peer average group on pension estimates in 2012. (1) 	-
Public Service pension transactions and pension related payments processed within established timeframes. NEW!						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				
Answer Public Service Superannuation Act calls within 180 seconds			80%	65%	Not available in 2012 Previous results	80%

(1) PWGSC currently has pension services benchmarked by 2 organizations:

Cost Effectiveness Measurement (CEM)

- International pension administration organizations in the public and private sector
- Benchmarks focused on single year comparisons
- 61 leading global public and private pension administrations
- 15 of the 61 organizations are part of our peer group. The peer group is determined based on total number of plan members.

Quantitative Services Measurement (QSM)

- Canadian pension administrators providing public service pensions at the municipal, provincial, and federal levels of government
- Benchmark focused on five-year overviews and trends

2012 CEM benchmarking results on pension payments demonstrates that PWGSC is 1% better than peer average group.

2012 CEM benchmarking results for pension estimates indicates that PWGSC is 18% below peer average results mostly due to the fact that CEM measures written pension estimates production while PWGSC provides verbal estimates over the phone and also allows members to calculate their own pension estimates using a self-service calculator.

SERVICE STANDARDS, RESULTS AND TARGETS (CONTINUED)

Receiver General Services

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Industry Benchmark & Result	Target
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%★				
Process all federal payments daily as per established schedules			99.99%	99.98%	N/A	99.99%
Reconcile monies received by the Receiver General for Canada within 2 business days	95%	100%★	95%	100%★	N/A	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%	100%★	N/A	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%	99%★	N/A	98%

Common Departmental Financial and Material Management System

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Industry Benchmark & Result	Target
Provide system availability and response time, release management, and client support as per client agreements	95%	99%★	95%	↑100%★		-

We take our commitments on service standards very seriously. If you have any concerns related to our service standards or have any suggestions on how we can improve, feel free to **contact us**.

AT YOUR SERVICE: CONCRETE EXAMPLES

Check out how we go the **extra mile** and ensure open communication with our clients. **NEW!**

Example #1

Maintaining the **Public Service Pension Centre's service standards** was significantly challenging as PWGSC transitioned to its **new pension solution**. On January 2, 2013, the final phase of the Government of Canada Pension Modernization Project (GCPMP) Release 3.0 was implemented. Prior to this release, there was a complete 3-week systems shutdown, which created a backlog in processing the workload. As a result, clients were experiencing lower service standards for all pension benefit related services. Additionally, pension experts were required to adjust to the new system where legacy systems were replaced by the new pension solution.

To address the situation, **resources were realigned** to focus on priority areas. Implementation has created a more **innovative culture** where new approaches have been developed such as **streamlined processes** and the improvement of employee's working tools (e.g., desktop procedures, best practice documents, etc.).

Clients now receive all their **pension services from one location**, leading to better accessibility and consistency of information and services.

Example #2

Soon after the Minister of PWGSC announced that the federal government would be **phasing out cheques in favour of direct deposit**, PWGSC arranged to meet with the key government departments responsible for the highest volumes of Receiver General cheque issuances. It quickly became apparent that in order to ensure that all federal government departments were speaking with "one voice" about this important federal initiative, a number of promotional tools and products would be required.

To ensure a consistent, clear and compelling message, PWGSC responded with a **"surround sound" promotional strategy**, including standard print media, web media and call centre messages about the direct deposit initiative and how Canadians could obtain more information and enroll.

Government departments were **overwhelmingly pleased** with the strategy and the products, and are using PWGSC branding and communication as part of their own promotional campaigning and to complement what other key partners are communicating. Government departments are now speaking with **"one voice" about direct deposit**. The results are clear: at the end of the 2012–13 fiscal year, we have achieved an overall direct deposit rate for federal payments issued of 79%, up 4% from 2011–12!

HOW SATISFIED ARE YOU?

You were more satisfied about our services in 2011–12 and 2012–13 compared to 2009.

Overall Satisfaction Rating

Clients satisfied with the overall quality of service

77%

Clients expressed a high level of satisfaction with the training and advice that was provided to them.

Source: Public Service Pension Services Automated Telephone Survey—2012–2013

TO LEARN MORE ABOUT OUR PAYMENTS AND PENSIONS SERVICES



Web

Payments and Pensions: <http://www.tpsgc-pwgsc.gc.ca/services/pmnts-eng.html>



Email

- Federal Pension Administration: pensioncentre.centredespensions@pwgsc-tpsgc.gc.ca
- Receiver General Services: RGENquire.RequetesRG@pwgsc-tpsgc.gc.ca



Telephone

- 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 Materiel Management: 819-956-6561



Mail

For provinces west of Ontario:
Public Works and Government Services Canada
75 Bentall Street
Winnipeg, Manitoba R2X 3B4

For Ontario and all provinces east of Ontario:
Public Works and Government Services Canada
150 Dion Boulevard, P.O. Box 1000
Matane, Québec G4W 4N3



Serving
GOVERNMENT,
Serving
CANADIANS.

PWGSC@YOUR SERVICE

Our Services, Standards and Results 2013–2014

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**.

OFFICE ACCOMMODATION SERVICES

- **Managing office space needs** of federal organizations in accordance with the Government of Canada's accommodation policy, guidelines and standards
- **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**

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.

SERVICES AND INITIATIVES (CONTINUED)

Key Services (continued)

CLIENT RELATIONSHIP MANAGEMENT		
▪ Effective engagement	▪ Issues management	▪ Program oversight
▪ Reliable communications	▪ Strategic planning and service	
▪ Monitoring client satisfaction	agreements	

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:

Creating modern workplaces that will attract, retain and encourage public servants to work smarter, greener and healthier to better serve Canadians. There are a variety of tools and resources available to implement Workplace 2.0, starting with the *Government of Canada Workplace 2.0 Fit-up Standards*.

Our Workplace 2.0 vision for workplace renewal has 3 pillars:

- The Workplace—renewing our physical workspace;
- The Back Office—updating systems, policies and processes to support public servants in program delivery; and
- The Way We Work—using new tools and technologies to connect, collaborate and communicate across the country and with Canadians.

Check out a video of the **Workplace of the Future!**

BENEFITS:

- **Maximized use of space and technology** to create **more flexible** and **dynamic** office spaces that encourage **collaboration**
- **Healthier** and **attractive** workplaces to help public servants be **more productive**
- Increased **employee mobility for better work/life balance**
- The government’s **Federal Sustainable Development Strategy (FSDS) commitment to shrink its environmental footprint and reduce levels of GHG emissions** from its operations means **greener** and more **cost-efficient** buildings. This translates into savings for Canadians

BEST PRACTICES:

- Held **information sessions** with client departments for the release of the *Government of Canada Workplace 2.0 Fit-up Standards*
- Developed supporting tools for clients, including the **Workplace 2.0 Toolkit** and **Navigating Change to Workplace 2.0**

Visit the **Workplace 2.0 Website** for more information.

SERVICES AND INITIATIVES (CONTINUED)

What's Coming

WORKPLACE 2.0 ACCREDITATION

WHAT'S NEW:

All office space projects will now be reviewed to determine if they meet a bronze, silver, or gold level of accreditation.

Workplace 2.0 Accreditation = People + Space + Technology, three themes reflecting the Government of Canada's commitment to sustainability.

BENEFITS:

- **Clear, consistent** and **credible mechanism** that ensures Workplace 2.0 principles are promoted and incorporated consistently across all government departments and agencies

For more information, please visit the **Accreditation site on GCpedia**.

WEBINARS

WHAT'S NEW:

Monthly Webinars on Workplace 2.0 are being offered in both official languages to anyone who would like to learn more about this initiative.

BENEFITS:

- To respond to growing demand for information on Workplace 2.0

For more information, please visit the **Workplace 2.0 GCpedia page**.

VALUE FOR YOUR MONEY AND COST AVOIDANCE

Cost Avoidance by...

- Leveraging PWGSC's real property **resources**
 - **Key functions** such as legal, policy, program direction and portfolio planning and management
 - Established **national and regional networks**
 - Robust **governance structure**
 - **Integrated information management systems** and **strong analytical and reporting capabilities**
 - **Reduced need for Clients to set up and run large internal real property organizations**

Risk Avoidance and/or Management through...

- PWGSC's **Expertise and knowledge**
 - **Team of engineers and other specialists** ensure compliance with rules and regulations, codes, policies and guidelines
 - **Legal experts** mitigate legal risks and liabilities
 - **Experienced project managers** abide by industry standards and best practices
 - **In-depth knowledge of Government of Canada** processes when dealing with central agencies such as TBS
- **PWGSC's extensive Contracting and Procurement experience**
 - **Timely and flexible** access to private sector
 - Experience in negotiating **supply arrangements and standing offers**
 - Ability to use **purchasing power** and benefit from **economies of scales**
 - Valuable **market intelligence** due to our regional presence across the country
 - Compliance with **contracting rules and international trade agreements requirements** such as NAFTA.

SERVICE STANDARDS, RESULTS AND TARGETS

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

Property and Buildings

Office Accommodation Services

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Available by Client	Target
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%	100%★	N/A	99%
Satisfaction rating for service calls reported through the National Service Call Centre	85%	87%★	85%	↑89.7%★	N/A	85%

Professional and Technical Services

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Available by Client	Target
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%	97%★	N/A	90%
▪ On scope	90%	96%★	90%	↑98%★	N/A	90%
▪ On budget	90%	97%★	90%	↑98%★	N/A	90%

Client Relationship Management

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Available by Client	Target
Provide regular progress reports to clients and address any potential issues	90%	100%★	95%↑	100%★	✓	95%
Acknowledge clients' inquiries within 1 business day	90%	100%★	95%↑	100%★	✓	95%
Respond to clients' inquiries within 3 business days	90%	100%★	95%↑	100%★	✓	95%

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

If you would like to have the results for your department (when the information is available), please contact your account executives. **NEW!**

We take our commitments on service standards very seriously. If you have any concerns related to our service standards or have any suggestions on how we can improve, feel free to **contact us**.

AT YOUR SERVICE: CONCRETE EXAMPLES

Check out how we go the extra mile and ensure open, ongoing **communication** with our clients. **NEW!**

Example #1

*Client departments required assistance in understanding the **impacts of Space Recapture and Space Standards Modernization** initiatives announced in Budget 2012 and what these meant for their funded space allocations.*

*Following two **client town hall forums** to explain the initiatives, PWGSC embarked on an extensive communication roll out to meet with client departments individually to ensure their understanding. Once reductions were understood, **follow-up meetings** were arranged to review each client's impacted space allocations and start the discussion to refine client accommodation strategies on a national basis.*

*As of April 11, 2013, 70 client departments have confirmed their reductions. Meeting to discuss impacts have been held with 42 client departments. PWGSC is now embarking on **discussions regarding accommodation strategies**. Client response to the approach has been overwhelming **positive**.*

Example #2

*PWGSC has just launched the **Accommodation Projects 101 Workbook (AP101)**, a tool designed to demystify PWGSCs accommodation project processes and to provide the client with project information in a user-friendly format. The Workbook was created in response to negative client satisfaction surveys (Major Crown Projects over \$30M) and with the objective of heightening service performance and achieving greater client satisfaction.*

*The AP101 Workbook is **now being used by at least 10 departments** and will support them in the delivery of real property projects. The tool is considered the **best practice** for departmental accommodation projects.*

HOW SATISFIED ARE YOU?

Your satisfaction on our timeliness, ease of doing business and quality of work has increased from 2011–12 to 2012–13.

For Property and Building Service Standard “Achieve 85% satisfaction rating to service calls reported through the National Service Call Centre”.



Source: Client Satisfaction Survey

TO LEARN MORE ABOUT OUR PROPERTY AND BUILDING SERVICES



Web

- Property and Building: <http://www.tpsgc-pwgsc.gc.ca/biens-property/index-eng.html>
- Workplace 2.0: <http://www.tpsgc-pwgsc.gc.ca/biens-property/mt-wp/mt-wp-eng.html>



Email

- Property and Building: RealProperty.Biensimmobiliers@pwgsc-tpsgc.gc.ca
- Workplace 2.0: WP2.MT2@pwgsc-tpsgc.gc.ca



Telephone

- Property and Building: 1-800-O-Canada (1-800-622-6232)
- National Service Call Center (for property maintenance requests): 1-800-463-1850
- Workplace 2.0: 819-956-6467



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GOVERNMENT,
Serving
CANADIANS.

PWGSC@YOUR SERVICE

Our Services, Standards and Results 2013–2014

SECURITY, CORPORATE AND INFORMATION SERVICES

SERVICES AND INITIATIVES

We deliver **industrial 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.

Key Services

Industrial Security Services

SECURITY CLEARANCE ISSUANCE

- Screening Services for Contract Security
 - Providing Government departments and PWGSC Acquisitions Branch **security clauses** for Government contracts based on their Security Requirements Check Lists (SRCL)
 - **Registering** Canadian Private Sector organizations within the program requiring access to Protected and Classified information
 - **Personnel security screening for employees** of registered organizations
 - **On-site inspections** as required for registered organizations
- **Personnel security screening** services for PWGSC employees requiring access to protected and classified information

INDUSTRIAL SECURITY CALL CENTRE

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

SERVICES AND INITIATIVES (CONTINUED)

Key Services (continued)

Corporate and Information Services

COMMON ADMINISTRATIVE SYSTEMS AND HUMAN RESOURCES SERVICES

- **Centre of expertise, development and support** to five government clusters—representing over 100 departments and agencies—in the implementation of HR, Financial and Materials Managements systems for common application across government, such as PeopleSoft v9.1, SAP and GCDOCS
- **Innovative solutions and enhancements** of administrative systems for small departments and agencies, such as:
 - Human Resources Information System replacement project
 - Shared Case Management System Project, and
 - **Shared Financial** Systems and Services
- **Strategic and operational human resources services** in areas such as resourcing, compensation, classification, workforce adjustment, performance management and labour relations

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:

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

SERVICES AND INITIATIVES (CONTINUED)

What's Coming

GCDOCS

WHAT'S NEW:

GCDOCS is the evolution of Records Documents and Information Management System (RDIMS)—an Electronic Document and Records Management Solution (EDRMS). Roll out already started and anticipated to finish by the fourth quarter of 2014–2015!

BENEFITS:

- Part of the **Government of Canada's Open Government initiative**
- Ensure **consistent record-keeping** and management of electronic information across the public service
- **Easier for public servants to find** what they're looking for and, in turn, help Canadians access information on programs and services more efficiently

SHARED CASE MANAGEMENT SERVICE (SCMS)

WHAT'S NEW:

A key new initiative that will enable an organization or person to manage, track and control activities, tasks and workflow processes. Expected to be rolled out by the second quarter of 2014–2015!

BENEFITS:

- Aligned with the **Government of Canada (GC)'s IT modernization strategy**
- **Integrated** with other GC standard corporate systems—will be a value-added hub, centralizing information for the user
- Easier for departments to focus on their **core mandate** and programs and services delivered more efficiently to Canadians

SHARED FINANCIAL SYSTEMS AND SERVICES (SFSS)

WHAT'S NEW:

Enhanced administrative system for Small Departments and Agencies. Anticipated to be rolled out by fall 2014–2015!

BENEFITS:

- Aligned with the **Government of Canada Financial Management Transformation strategy**
- **Reduce or eliminate vulnerabilities** such as capacity issues!
- Consolidation and standardization of disparate financial systems and practices will improve **efficiency**

HUMAN RESOURCES INFORMATION SYSTEMS REPLACEMENT PROJECT

WHAT'S NEW:

A single instance HR system solution ready for on-boarding 32 Small Departments and Agencies. This solution will be based on the GC HR Standard version 9.1 and the Common HR Business Process standard. Anticipated to be rolled out by the fourth quarter of 2014–2015!

BENEFITS:

- **Adapted** to the operational realities and needs of **small departments and agencies**
- In line with other related **government transformation initiatives** and **supported** by a centrally managed Application Management Service (AMS)

VALUE FOR YOUR MONEY AND COST AVOIDANCE

PWGSC collaborative approach with its shared services results in **efficiencies** and **value for money** by:

- **Eliminating duplication**,
- **Standardizing** operational services and systems across government,
- **Streamlining** internal service operations, and
- Producing **economies of scale** through the **sharing of common functionalities, expertise** and **resources**.

SERVICE STANDARDS, RESULTS AND TARGETS







We have **achieved or surpassed 5 of 9 targets for our security, corporate and information services!**

For our industrial security services, we will closely monitor the volume of business and the type of requests in 2013–2014. We are also **combining two service standards into one with higher target** and making **another one more challenging** to better serve you.

For our corporate and information services, we are also adding **2 new service standards, including one related to cost** to show our increased commitment to remain competitive and make you save money.

Industrial Security Services

Office Accommodation Services

Service Standards	2011–2012		2012–2013				2013–2014
	Target	Result	Target	Result	Available by Client	Industry Benchmark & Result	Target
Provide a response to each Simple Reliability clearance request within 7 business days, upon receipt of a properly completed request	80%	86%	85% 	79%		N/A	85%
Provide a response to each Complex Reliability clearance request within 120 business days (*), upon receipt of a properly completed request. MORE CHALLENGING!	80%	89% 	85% 	90% 		N/A	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% 	75%		N/A	80%

SERVICE STANDARDS, RESULTS AND TARGETS (CONTINUED)

Industrial Security Services (continued)

Security Call Centre

Service Standards	2011–2012		2012–2013				2013–2014
	Target	Result	Target	Result	Available by Client	Industry Benchmark & Result	Target
Provide responses to all simple inquiries (phone calls, voice messages and emails) within 2 business days	80%	96% ★	90% ↑	88%			-
Refer complex inquiries outside the call centre to a subject-matter expert within 2 business days	80%	96% ★	90% ↑	88%			-
Respond/refer inquiries within 2 business days. NEW! (**)	-	-	-	-		N/A	90%

Corporate and Information Services

Common Administrative Systems and Human Resources

Service Standards	2011–2012		2012–2013				2013–2014
	Target	Result	Target	Result	Available by Client	Industry Benchmark & Result	Target
Deliver on key cluster commitments on time and on budget based on annual cluster plans and confirmation of funding (***)	90%	97% ★	95% ↑	95% ★	✓ (by cluster)	N/A	95%
Deliver timely compensation transactions as identified in annual Memoranda of Understanding (MOUs) to government departments and agencies	96%	100% ★	98% ↑	99.7% ★	✓		-
Deliver timely compensation services. NEW!	-	-	-	-		N/A	90%

SERVICE STANDARDS, RESULTS AND TARGETS (CONTINUED)

Corporate and Information Services (continued)

Document Imaging

Service Standards	2011–2012		2012–2013				2013–2014
	Target	Result	Target	Result	Available by Client	Industry Benchmark & Result	Target
Process and image documents as per client agreements	99.9%	99.9%	95%	99.2%★		N/A	95%
Document Imaging costs per page reduced by 10% (annual)	-	-	100%	100%★			-
Reducing cost per page for basic imaging services by 10%. NEW!						Not available in 2012 Previous result (1)	90%

* The standard was for 160 business days until 2012–13.

** Combination of the two old service standards for the Industrial Security Call Centre

*** The wording included 'on scope' until 2012–13.

If you would like to have the service standard results for your department when the information is available (please refer to tables above), feel free to **contact us. NEW!**

We take our commitments on service standards very seriously. If you have any concerns related to your service standards or have any suggestions on how we can improve, feel free to **contact us.**

(1) The Doculabs benchmarking exercise conducted in 2011 concluded that PWGSC Document Imaging services were rated at 3.08/5.0 as compared to peer group average of 3.60/5.0. This assessment is not repeated annually. Our services levels and standards are based on the Imaging industry and compliant to CAN/CGSB-72.34-2005 for electronic records as documentary evidence CAN/CGSB-72.11-93 for Microfilm and Electronic Images as Documentary Evidence. We are also compliant with ISO 9001:2008 for quality management.

AT YOUR SERVICE: CONCRETE EXAMPLES

Check out how we **listened** to our clients and improved. **NEW!**

Example

Shared Human Resources Services of PWGSC delivers compensation services to Departments and Agencies that don't have their own in-house compensation expertise or face a temporally extra work load. In the past, PWGSC experienced challenges in **monitoring** how we were meeting our service standards listed in Memorandums of Understanding (MoUs) with our clients.

To address this issue, **we have listened to you!** PWGSC sought clients' feedback and advice on finding the most effective solution, and recently began pilot-testing a **tracking tool** as a means of controlling workflow and measuring timelines and standards within our compensation services team. This tool has allowed us to closely monitor our performance and make immediate adjustments to ensure compensations clients' needs are met. Given its success, we are now implementing the tracking tool more widely within PWGSC.

HOW SATISFIED ARE YOU?

Overall, your satisfaction is very high both for our shared human resources and system cluster services.

Overall Satisfaction Rating



Source: Client Satisfaction Survey

TO LEARN MORE ABOUT OUR SECURITY, CORPORATE AND INFORMATION SERVICES



Web

Security, Corporate and Information Services:
<http://www.tpsgc-pwgsc.gc.ca/services/secinfo-eng.html>



Email

- Security Services: ssi-iss@pwgsc-tpsgc.gc.ca
- Common Administrative Systems and Human Resources Services: SISP.SSIS@pwgsc-tpsgc.gc.ca
- Document Imaging Services: Imaging.Imagerie@pwgsc-tpsgc.gc.ca
- Small Departments and Agencies: SDAgeneralInfo-InfogeneralePMO@pwgsc-tpsgc.gc.ca



Telephone

- Security Services:
 - Toll Free: 1-866-368-4646
 - National Capital Region: 613-948-4176
- Common Administrative Systems and Human Resources Services: 613-947-8277
- Document Imaging Services: 819-956-6597
- Small Departments and Agencies: 613-943-1895



Mail

For provinces west of Ontario:
Public Works and Government Services Canada
75 Bentall Street
Winnipeg, Manitoba R2X 3B4

For Ontario and all provinces east of Ontario:
Public Works and Government Services Canada
150 Dion Boulevard, P.O. Box 1000
Matane, Québec G4W 4N3



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PWGSC@YOUR SERVICE

Our Services, Standards and Results 2013–2014

TRANSLATION, INTERPRETATION AND OTHER LINGUISTIC SERVICES

SERVICES AND INITIATIVES

Key Services

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

TRANSLATION AND OTHER LINGUISTIC SERVICES

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

SERVICES AND INITIATIVES (CONTINUED)

Key Services (continued)

TERMINOLOGY STANDARDIZATION SERVICES

- **Standardization** and **dissemination** of terminology in various public service fields, and integration of this terminology into **TERMIUM Plus®**, the Government of Canada's terminology and linguistic data bank
- **Development of customized glossaries** and **vocabularies**, and **revision of glossaries** and vocabularies 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**, the first national website that showcases Canadian expertise in the language field (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**

INTERPRETATION

- Interpretation services in the **official languages, in Canada's Aboriginal languages and in foreign languages at various events**: intra- or inter-departmental conferences, federal-provincial-territorial ministers' meetings, international summits, and 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 the following:
 - **On-Line Ordering System**
 - **TERMIUM Plus®**
 - **Language Portal of Canada**

CLIENT RELATIONSHIP MANAGEMENT

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

SERVICES AND INITIATIVES (CONTINUED)

Featured Initiatives

We are transforming our services and creating new ones 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 obligations regarding the official languages in an ever-changing environment.

OURLANGUAGES.GC.CA ON THE GO!

WHAT:

The Government of Canada's **first language-related mobile app**.

Developed by the Translation Bureau, 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**, a showcase for Canadian expertise in the area of language and a one-stop shop for information on language and writing, language games, 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® and access it on all smart phone platforms on the Web

TRANSLATION BUREAU'S TRANSFORMATION

WHAT:

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

BENEFITS AND COST SAVINGS:

Four pillars of efficiency

- Procurement process reform
- Consolidation of office space and expansion of telework
- Development and adoption of translation technologies
- Simplification of administrative processes

Improved client experience

- **Standardized** quality standards throughout the Government of Canada
- **Shortened** turnaround times
 - Improved efficiency through use of technolinguistic tools and process automation
- **Simplified** On-Line Ordering System
- Improved **secure infrastructure**
- Improved **fee structure**

VALUE FOR YOUR MONEY AND COST AVOIDANCE

A new pricing strategy to simplify our processes

For 2013–2014, the Translation Bureau is taking another step toward attaining its objective of becoming a more nimble organization. This year, we are offering client departments a **simpler and more transparent rate schedule**, one that aims to respond to our clients' requests, streamline internal processes and increase efficiencies.

Let's take a look at the main changes and their benefits:

- **One single rate for official language translation:** This single rate will make it easier to process general and specialized texts because we will no longer have to determine the applicable rate.
- **A 60-minute minimum billing charge:** As a result, the Bureau can expect to reduce its administrative costs.
- **An hourly rate for multilingual services:** Point of service heads will no longer have lump sums to approve.

In the interest of efficiency, the Translation Bureau has optimized its resources, thereby **reducing its cost per billed hour from \$89.12** in 2010–2011 to **\$88.44** in 2012–2013. By increasing efficiencies, the Translation Bureau will eventually be able to pass along the savings to its clients in the form of reduced prices.

Did you know?

The Bureau fully **guarantees** its services and makes the necessary corrections to any of its texts that do not meet its clients' quality requirements. These corrections are made free of charge.

Plan your translations to avoid paying the rush premium

The 35% rush premium will apply when delivery is requested within 24 hours or when service delivery requires work outside regular office hours, on weekends or on statutory holidays.

- Build sufficient time for translation into your production schedule.
- Advise us in advance if you expect to have a rush job.
- Clearly indicate which parts of the document are to be translated.
- If you need us to work on lengthy projects, consider submitting them in sections.
- Plan the stages of large projects (communications campaigns, training manuals, etc.) and contact us to establish a work schedule.

Plan your translations to avoid paying the rush premium

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- Build sufficient time for translation into your production schedule.
- Advise us in advance if you expect to have a rush job.
- Clearly indicate which parts of the document are to be translated.
- If you need us to work on lengthy projects, consider submitting them in sections.
- Plan the stages of large projects (communications campaigns, training manuals, etc.) and contact us to establish a work schedule.

Make the most of the minimum billing charge

- For each service request, a minimum of 60 minutes is billed.
- Combine your short documents into a single request to take full advantage of the minimum one-hour charge.

VALUE FOR YOUR MONEY AND COST AVOIDANCE (CONTINUED)

Request a summary

Consider getting us to do a summary instead of a complete translation (especially for translations into foreign languages).

Request our services online

- Using the online request form is quick and easy. Once registered, you will be able to:
 - use the same user ID and password for future requests;
 - refer to your previous requests; and
 - obtain a monthly electronic invoice.
- Clearly indicate your expectations in the “Special instructions” section of the form

Specify your target audience

Let us know who your readers are, so that we can adopt the appropriate style and level of language.

Send us your terminology and reference material

- Help us use consistent terminology from one document to the next by sending us reference material:
 - Earlier editions of the document (in both languages)
 - Any documents the writer used
 - Previously translated documents on the same topic
 - Contact information for a resource person (preferably the author)

SERVICE STANDARDS, RESULTS AND TARGETS

We surpassed **7 of our 9 targets for translation, interpretation and other linguistic services!** Staff dedicated to client service and excellent collaboration with clients, accessible services, our close follow-up on all requests and ongoing innovation are among the factors contributing to this result.

As indicated by the arrows in the table, we are **raising one of our targets** and **adding a new service standard** in 2013–2014 in order to strengthen our commitment to serving you better.

Translation and Other Linguistic Services

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Available by Client	Target
Provide clients with an immediate response to requests submitted through the On-Line Ordering System and include the name of their client service advisor	99%	98%	99%	99.2%  	✓	-
Meet the agreed-upon delivery deadline of each project as defined in the service request	90%	95%	90%	96.1%  	✓	95%

SERVICE STANDARDS, RESULTS AND TARGETS (CONTINUED)

Terminology Standardization Services

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Available by Client	Target
Respond to terminology queries and requests within 1 business day	95%	100%	95%	97.3%★		95%
Reply to comments made by users regarding TERMIUM's terminological content within 30 days	-	-	90%	99.2%★		-
Disseminate records in <i>TERMIUM Plus</i> ® that are consistent with the quality standards in effect at the Translation Bureau. NEW!	-	-	-	-		95%

Interpretation

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Available by Client	Target
Respond to client requests and establish clients' needs within 1 business day	-	-	95%	99.1%★	N/A	-
Provide interpretation services for all requests that qualify under the Translation Bureau's mandate	-	-	95%	97.8%★	N/A	95%

Client Contact Centre Services

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Available by Client	Target
During business hours, deal with emails received in the Translation Bureau's inbox and return missed calls (voice mail messages) before close of business (5:00 p.m. EST) on the day received	-	-	95%	99%★	N/A	95%

Client Relationship Management

Service Standards	2011–2012		2012–2013			2013–2014
	Target	Result	Target	Result	Available by Client	Target
Acknowledge clients' inquiries within 1 business day	90%	91%↑	95%	N/A	✓	95%
Respond to clients' inquiries within 3 business days	90%	98%↑	95%	N/A	✓	95%

*Maximum 2 deviations in 95% of cases.

If you are a government client and would like to have the service standard results of your own organization (when the information is available), please contact your account executive. **NEW!**

We take our service commitments very seriously. If you have any concerns related to our service standards or have any suggestions on how we can improve, feel free to **contact us**.

AT YOUR SERVICE: CONCRETE EXAMPLES

Check out how we have **listened and responded** to our clients' needs. **NEW!**

Example #1

A new pricing structure

You wanted simpler and more transparent pricing. We heard you. For 2013–2014, the Translation Bureau has taken another step towards attaining its objective of becoming a more nimble organization. This year, we are offering client departments a simpler and more transparent rate schedule, one that aims to respond to their requests, streamline internal processes and increase efficiencies:

- A **single rate for official languages translation**: This single rate will make it easier for us to process general and specialized texts, as it will save us having to determine the applicable rate. And you won't have to figure out which rate applies!
- An **hourly rate for multilingual services**: the lump sum billing practice has been replaced by a more transparent hourly rate.
- A **single rush premium, regardless of the day of the week**
- A single rate for our popular onsite translator service in official languages

*One client at the Strategic Policy and Research Branch of Employment and Social Development Canada appreciated the fact that he **no longer had to figure out which rate applied** to his translation work in official languages, which helped him better forecast his expenditures.*

*In addition, as we understand that our client departments are facing increasing budget constraints, the Translation Bureau will be **reducing its rate** for translation in official languages **for clients that send a larger volume of translation in 2013–2014 than in 2012–2013!** Contact us to learn more.*

Example #2

A new interdepartmental working group

*In response to your expressed desire to **better understand how other government departments are managing their translation programs** and to play a larger role in shaping the Translation Bureau's future, we created the first **Client Working Group on Translation Services (CWGTS)**. Made up of senior representatives of 15 departments and agencies, this working group provides a forum for consultation, for sharing best practices in managing the translation program within the Government of Canada, and for making recommendations to the Translation Bureau on strategic priorities, client satisfaction, service delivery processes and other common service issues.*

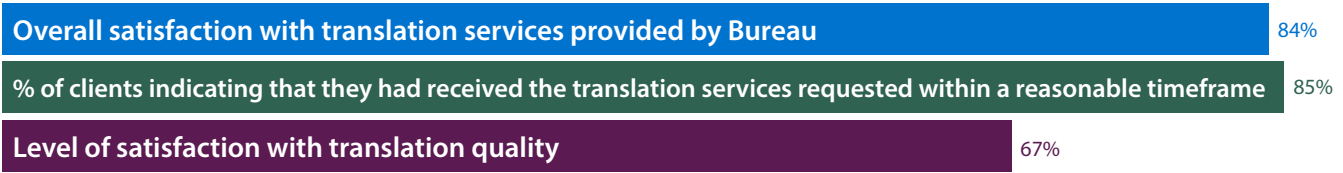
*Meetings are held quarterly or as required and are appreciated by CWGTS members. For example, the member for Correctional Service Canada hailed the meeting as very informative and an opportunity to meet interesting people, and the member for the Courts Administration Service was **very pleased** to meet members from different departments and share best practices. Check out the CWGTS on **GCPEDIA!***

HOW SATISFIED ARE YOU?

In 2011–2012, your overall level of satisfaction with the Bureau’s translation services was 84%, and 85% of you indicated that you had received the requested translation services within a reasonable time frame.

Regarding the quality of translation, nearly 7 out of 10 respondents confirmed that they were satisfied.

Overall Client Satisfaction and Timeliness



Source: 2011–2012* General Client Satisfaction Survey
*Survey conducted every two years. No data available for 2012–2013.

TO LEARN MORE ABOUT OUR TRANSLATION, INTERPRETATION AND OTHER LINGUISTIC SERVICES



Web

Translation, Interpretation and Other Linguistic Services:
<http://www.tpsgc-pwgsc.gc.ca/services/trdctn-trnsltng-eng.html>



Email

Bureaudelatraduction.TranslationBureau@tpsgc-pwgsc.gc.ca



Telephone

819-997-3300

After-Hours Emergency Service: 1-855-997-3300