

Our Services, Standards and Results 2017 to 2018

Message from the Deputy Ministers—Our Services, Standards and Results 2017 to 2018

We are proud to present Public Services and Procurement Canada's (PSPC) 2017 to 2018 edition of *Our Services, Standards and Results* (OSSR) to our clients: Government of Canada organizations and Canadians.

The OSSR is an annual report that highlights our commitment to deliver a broad range of high-quality programs and services. Whether the service is procuring goods, managing federal buildings, or issuing payments to Canadians, our many standards ensure clients know what to expect from us.

Service standards are vital for best-in-class client service and performance management. They drive service enrichment and enable evidence-based decision making for management. Publishing our results each year helps to assure Canadians that their government is transparent, open and accountable.

As a result, at PSPC we have and will continue to:

- Continuously engage clients and use feedback to enhance service delivery;
- Regularly assess and report on the results of our services standards to inform clients of our results towards expected levels of performance; and
- Review our service standards in consultation with clients and service providers to confirm that our service standards are relevant and measure all aspects of client service.

Therefore, we are pleased to announce that the 2017 to 2018 service standards as well as the 2016 to 2017 results are now posted online. We look forward to continuing our efforts to improve the robustness of our standards, and we thank our employees and clients for their trust and collaboration in serving Canadians.

Marie Lemay, P.Eng., ing.
Deputy Minister and
Deputy Receiver General for Canada

Les Linklater
Associate Deputy Minister

Service standards overview—Our Services, Standards and Results 2017 to 2018

Highlights

In 2016 to 2017, we achieved or surpassed 48 of 66 targets. These results demonstrate our sustained commitment to meeting our clients' expectations and supporting the delivery of their services to Canadians. Where there are shortcomings, we continue to work to improve our performance.

We have revised our standards for 2017 to 2018, to focus more on those which are relevant to clients and better reflect major client satisfaction determinants such as timeliness, ease of access and accuracy / quality.

The following table indicates the number of service standards that were in place for each of Public Services and Procurement Canada's (PSPC) five service categories, and the number of service standards that met or surpassed the target. The table also shows the number of service standards that are in place in 2017 to 2018 for each of PSPC's five service categories.

Service category	2016 to 2017: Number of service standards	Number of service standards that met or surpassed the target	2017 to 2018: Number of service standards
Buying and selling	12	8	12
Payments and pensions	13	8	11
Property and buildings	8	5	6
Security, corporate and information services	21	17	22
Translation, terminology and interpretation	12	10	9
Total	66	48	60

Buying and selling—Our Services, Standards and Results 2017 to 2018

The following tables on service standards and targets for the "Buying and selling" service category show service targets for 2016 to 2017 and 2017 to 2018 for: procurement tools and services; awarding of contracts; and client relationship management. The tables also include results for 2016 to 2017.

Procurement tools and services

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Acknowledge receipt of client requisitions sent electronically (e.g., by e-mail) within 1 business day	95%	99.9%	95%
Acknowledge receipt of client requisitions sent by fax or mail within 2 business days	95%	98.2%	95%
Provide clients with their procurement officer's name and contact information within 5 business days of allocation or requisition	80%	66.8%	80%
Provide 24/7 access to emergency procurement on a priority basis using timelines established with the client department	100%	100%	100%
Deliver services with a quality level that meets clients' expectations	80%	82%	80%
Deliver services with accuracy that meets clients' expectations	80%	84%	80%
Deliver services that are highly valued by clients	80%	74%	80%

Awarding of contracts

Award contracts in National Capital Area and regions within the following timeframes based on assessed level of complexity.

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Basic procurement contracts, within 80 business days	80%	82.1%	80%
Standard procurement contracts, within 100 business days	80%	72.8%	80%
High complex procurement contracts within 100 working days from original	80%	47.8%	80%

Request for proposal (RFP) solicitation date			
--	--	--	--

Client relationship management

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Acknowledge clients' inquiries within 1 business day	95%	95%	95%
Respond to clients' inquiries within 3 business days	95%	95%	95%

Payments and pensions—Our Services, Standards and Results 2017 to 2018

The following tables on service standards and results for the "Payments and pensions" service category show service targets for 2016 to 2017 and 2017 to 2018 for: federal pay and benefits administration; federal pension administration; and Receiver General services. The tables also include results for 2016 to 2017.

Federal pay and benefits administration

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Upon receipt of completed documentation from clients, the Public service Pay centre will resolve complex inquiries within 20 business days – Deleted	95%	37%	Not applicable
Public Service and Procurement Canada (PSPC) cost per account to administer pay systems and associated processes for all Government of Canada employees (back office) – Deleted	\$105	Not available	Not applicable
PSPC cost per account to deliver Pay centre services – Deleted	\$314	Not available	Not applicable
Answer Pay centre calls within 180 seconds	80%	Not available Footnote 1	80%
Percentage of pay transactions processed within service standards – New	Not applicable	Not applicable	95%

Federal pension administration

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Percentage of Pension transactions and pension-related payments processed within established timeframes	95%	97.6%	95%
Percentage of first pension payments issued within established timeframes – New	Not applicable	Not applicable	95%
Answer public service pension administration calls at the Pension Centre within 180 seconds	80%	82.5%	80%
Cost per account (Government of Canada-wide) to administer: <ul style="list-style-type: none"> Public Service Pension Plan – Deleted 	\$178	\$149.90	Not applicable
Cost per account (Government of Canada-wide) to administer: <ul style="list-style-type: none"> Royal Canadian Mounted Police Pension Plan – Deleted 	\$156	\$132.24	Not applicable

Receiver General services

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Process all payments for departments daily as per established schedules – Deleted	99.9%	99.7%	Not applicable
Answer calls about Receiver General cheques within 180 seconds	80%	90.6%	80%
Percentage of payments issued by the Receiver General on behalf of the Government of Canada in accordance with legislated due dates – New	Not applicable	Not applicable	99.99%
Percentage of all payments processed by the Receiver General for the Government of Canada as per established schedules – New	Not applicable	Not applicable	99%

Respond to Receiver General cheque status enquiries within 24 hours	99.9%	100%	99.9%
Provide a copy of a paid Receiver General cheque from the previous 6 years within 2 business days	98%	99.9%	98%
Publish Public Accounts of Canada within 24 hours of tabling in Parliament	100%	100%	100%
The Receiver General average unit cost per payment – Deleted	\$0.33	Not available	Not applicable

Footnotes

Footnote 1

This information is not available at the time of publication. Service Standards and Results for processing requests by the Public Service Pay Centre are available through the Public Service Pay Dashboard at: [Public Service Pay Centre update](#).

Property and buildings—Our Services, Standards and Results 2017 to 2018

The following tables on service standards and targets for the "Property and buildings" service category show service targets for 2016 to 2017 and 2017 to 2018 for: office accommodation services; professional and technical services; and client relationship management. The tables also include results for 2016 to 2017.

Office accommodation services

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Ensure Public Services and Procurement Canada (PSPC) real property portfolio of facilities remains operational during normal business hours as defined as 7:00 a.m. to 6:00 p.m., Monday through Friday	99%	99%	99%
Satisfaction rating for service calls reported through the National Service Call Centre (NSCC)	90%	88%	90%

Professional and technical services

Deliver projects over \$1M on time, on scope, and on budget in accordance with the National Project Management System principles and agreed upon changes with clients.

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
On time	95%	96%	95%
On scope	95%	97%	95%
On budget	95%	97%	95%

Client relationship management

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Provide regular progress reports to client departments and address any potential issues	100%	100%	100%
Acknowledge clients' inquiries within 1 business day – Deleted	100%	Not available	Not applicable
Respond to clients' inquiries within 3 business days – Deleted	100%	Not available	Not applicable

Security, corporate and information services—Our Services, Standards and Results 2017 to 2018

Security services

The following tables on service standards and targets for the "Security" service category show service targets for 2016 to 2017 and 2017 to 2018 for: industrial security services—including security clearance issuance; Industrial Security Call Centre; integrity database services; and controlled goods. The tables also include results for 2016 to 2017.

Security clearance issuance

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Provide a response to each Simple Reliability clearance request within 7 business days, upon receipt of a properly completed request	85%	89%	85%
Provide a response to each Complex Reliability clearance request within 120 business days,	85%	92%	85%

upon receipt of a properly completed request			
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 Reliability clearance has already been granted	80%	54%	80%

Industrial security call centre

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Respond/refer inquiries within 2 business days	90%	87%	90%

Integrity database services

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Complete verification checks within 4 hours	80%	98%	80%

Controlled goods (company registration, exemptions and company inspection)

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Issue registration certificates (new and renewal) within 32 business days Footnote 1	80%	95%	80%
Conduct security assessments within 32 business days Footnote 1	80%	88%	80%
Issue visitor exemption certificates within 10 business days Footnote 1	80%	100%	80%
Issue temporary worker exemption certificates within 30 business days Footnote 1	80%	99%	80%

Corporate services

The following tables on service standards and targets for the "Corporate" service category show service targets for 2016 to 2017 and 2017 to 2018 for: Government of Canada's document management solution (GCDOCS); Shared services integration; My Government of Canada Human resources (GCHR); Canadian General Standards Board; and document imaging. The tables also include results for 2016 to 2017.

Government of Canada's document management solution (GCDOCS)

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
GCDOCS will deliver timely on-boarding services to its clients (as per plan)	90%	100%	90%

Shared services integration

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Deliver on annual plan commitments on time, on scope and on budget	95%	99%	95%
Shared Human Resources Services (SHRS) will deliver timely compensation services Footnote 2	90%	Not available	90%
Shared Human Resources Services (SHRS) will deliver timely workforce and workplace management services Footnote 2	90%	Not available	90%
Shared Case Management System (SCMS) will onboard clients (as per the onboarding plan)	90%	100%	90%

My Government of Canada human resources (My GCHR)

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
My GCHR will deliver timely on-boarding services to its clients (as per plan)	90%	100%	90%

Canadian General Standards Board

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Level of client satisfaction with the Canadian General Standards	80%	86.2%	80%

Board's (CGSB) registration services			
Percentage of National Standards of Canada collection review started in fiscal year (20% reviewed per year based on five-year cycle)	20% (100% over 5 years)	87% (2016 to 2017 one time review of entire collection)	20% (100% over 5 years)
Percentage of products and services certified by the CGSB within specified timeframe	85%	85%	85%

Document imaging

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
All document imaging request by departments fulfilled within agreed upon timeframes	95%	98.7%	95%
All document imaging requested by departments fulfilled within the cost identified in the agreement – New	Not applicable	Not applicable	95%

Information services

The following tables on service standards and targets for the "Information" service category show service targets for 2016 to 2017 and 2017 to 2018 for: the Canada Gazette; and publishing and depository services. The tables also include results for 2016 to 2017.

The Canada Gazette

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Achieve 99% of editing accuracy (of documents published in Parts I/II of the Canada Gazette)	99%	99.96%	99%

Publishing and depository services

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Percentage of client inquiries responded to within 48 hours	85%	88%	80%

Footnotes

Footnote 1

The response time may be extended in cases where one or more of the following conditions exist:

- Adverse findings and/or external file referral
- Inability to reach references provided and/or authorized individuals

Footnote 2

The planned implementation of a tool to measure timeliness was delayed but will be in place to measure results in 2017 to 2018

Translation, terminology and interpretation—Our Services, Standards and Results 2017 to 2018

The following tables on service standards and targets for the "Translation, terminology and interpretation" service category for 2016 to 2017 and 2017 to 2018 for: translation and linguistic services; terminology standardization services; interpretation; and client relationship management. The tables also include results for 2016 to 2017.

Translation and linguistic services

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Deliver each translation request within the deadline	95%	95.63%	95%
Handle translation requests and confirm the designated contact within 1 business day	95%	89.91%	95%
Maintain the price per word for translation services at 0.37\$ or less annually – Deleted	\$0.37	\$0.364	Not applicable
Percentage of clients satisfied with the quality of translation services	85%	91.2%	90%
Deliver translation services with a quality level that meets clients' expectations – Deleted	80%	99.91%	Not applicable

Terminology standardization services

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Answer requests from the terminology help service within 1 business day	99%	99.43%	99%
Publish, in <i>TERMIUM Plus</i> ^{Footnote 1} terminological records that comply with quality and methodology standards	95%	94.8%	95%

Interpretation

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Deliver interpretation services for all event requests received by the Translation Bureau	95%	98.86%	96%
Acknowledge interpretation requests within 1 business day – Deleted	99%	100%	Not applicable
Percentage of clients satisfied with the quality of conference interpretation services	85%	94.9%	90%

Client relationship management

Service standard	Target 2016 to 2017	Results 2016 to 2017	Target 2017 to 2018
Acknowledge clients' inquiries within 1 business day	95%	100%	95%
Respond to clients' inquiries within 3 business days	95%	99.26%	95%

Footnotes

Footnote 1

TERMIUM Plus[®], one of the largest terminology and linguistic data banks in the world, gives you access to millions of terms in English, French, Spanish and Portuguese. You can find terms, abbreviations, definitions and usage examples in a wide range of specialized fields. The data bank is an essential tool for understanding an acronym, checking an official title, finding an equivalent in another language, and much more.