

# **Our Services, Standards and Results 2018 to 2019**

# Service standards overview—Our Services, Standards and Results 2018 to 2019

## Highlights

Reporting on service standards is essential for tracking how well we are serving our clients. In 2017-2018, 44 of 60 targets were achieved or surpassed, representing an overall score of 73%. This demonstrates our continued commitment to meeting our clients' expectations and supporting the delivery of their services to Canadians.

Improvements for 2018-2019 focus on increasing client-centricity such as ensuring standards are based on direct feedback.

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 2018 to 2019 for each of PSPC's five service categories.

<b>Service category</b>	<b>2017 to 2018: Number of service standards</b>	<b>Number of service standards that met or surpassed the target</b>	<b>2018 to 2019: Number of service standards</b>
<b>Buying and selling</b>	12	9	11
<b>Payments and pensions</b>	11	9	11
<b>Property and buildings</b>	6	5	2
<b>Security, corporate and information services</b>	22	17	33
<b>Translation, terminology and interpretation</b>	9	4	11
<b>Total</b>	<b>60</b>	<b>44</b>	<b>68</b>

# Buying and selling—Our Services, Standards and Results 2018 to 2019

The following tables on service standards and targets for the "Buying and selling" service category show service targets for 2017 to 2018 and 2018 to 2019 for: procurement tools and services; awarding of contracts; and client relationship management. The tables also include results for 2017 to 2018.

## Procurement tools and services

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
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%	99.6%	95%
Provide clients with their procurement officer's name and contact information within 5 business days of allocation or requisition	80%	62.9%	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%	84.3%*	80%
Deliver services with accuracy that meets clients' expectations	80%	87.6%*	80%
Deliver services that are highly valued by clients	80%	68.6%*	80%

## Awarding of contracts

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

<b>Service standard</b>	<b>Target 2017 to 2018</b>	<b>Results 2017 to 2018</b>	<b>Target 2018 to 2019</b>
<b>Basic procurement contracts, within 80 business days</b>	80%	82.2%	80%
<b>Standard procurement contracts, within 100 business days</b>	80%	73.2%	80%
<b>High complex procurement contracts within 100 working days from original Request for proposal (RFP) solicitation date - Deleted</b>	80%	81.8%	Not applicable

#### Client relationship management

<b>Service standard</b>	<b>Target 2017 to 2018</b>	<b>Results 2017 to 2018</b>	<b>Target 2018 to 2019</b>
<b>Acknowledge clients' inquiries within 1 business day</b>	95%	95%	95%
<b>Respond to clients' inquiries within 3 business days</b>	95%	95%	95%

\*Only partial data has been collected in Q4 due to the timeline of this exercise. Complete and finalized data should be available in the coming weeks.

# Payments and pensions—Our Services, Standards and Results 2018 to 2019

The following tables on service standards and results for the "Payments and pensions" service category show service targets for 2017 to 2018 and 2018 to 2019 for: federal pay and benefits administration; federal pension administration; and Receiver General Services. The tables also include results for 2017 to 2018.

## Federal pay and benefits administration

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Answer Pay centre calls within 180 seconds	80%	72.4%*	80%
Percentage of pay transactions processed within service standards – New	95%	46%**	95%

## Federal pension administration

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Percentage of Pension transactions and pension-related payments processed within established timeframes	95%	97%	95%
Percentage of first pension payments issued within established timeframes	95%	96%	95%
Answer public service pension administration calls at the Pension Centre within 180 seconds	80%	81%	80%

## Receiver General Services

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Answer calls about Receiver General cheques within 180 seconds	80%	80%	80%
Percentage of payments issued by the Receiver General on behalf of the Government of Canada in accordance with legislated due dates	99%	99.99%	99.9%

<b>Percentage of all payments processed by the Receiver General for the Government of Canada as per established schedules</b>	99%	99.99%	99%
<b>Respond to Receiver General cheque status enquiries within 24 hours</b>	99.9%	99.9%	99.9%
<b>Provide a copy of a paid Receiver General cheque from the previous 6 years within 2 business days</b>	98%	99.9%	98%
<b>Publish Public Accounts of Canada within 24 hours of tabling in Parliament</b>	100%	100%	100%

**\*Justification**

From April 1<sup>st</sup>, 2017: 86% of calls were answered within 180 seconds. The client contact Centre (CCC) commenced a major hiring effort in the Fall 2017. Many of the employees hired in the past 6 months are new to the Public Service and require extensive training and support. In the second half of the year, there were more calls related to overpayments and taxes.

**\*\*Justification**

In 2017-2018, Pay Centre focused its efforts on specific queues such as Disability and Maternity/Parental leave, ensuring these case-types were processed within service standards. Hence, 87% of requests related to Disability and 79% of requests related to Parental/Maternity leave were processed within the 20 days service standards. Pay Centre also focused efforts within the queue on transactions with high financial impact, rather than those with low or no financial impact, but did not have the capacity or automation required in order to process all case-types within service standards

As identified through the HR-to-Pay initiative, the timeliness by which departments and agencies enter their HR data for employees has a significant impact in issuing accurate and timely pay, and poor quality and late data entry leads to more transactions in the queue as well as an increase level of resources required to process the cases.

In 2017-2018, the timeliness by which departments and agencies entered their HR data was low, resulting in significant increases in cases and case complexity. This was compounded by the complexity of a large number of collective agreement implementation, which included retroactive payments divided between Phoenix and Regional Pay System, resulting in significant manual processing requirements. The Pay Centre understands the impacts pay inaccuracies may have on employees and wants to re-affirm the commitment to increasing capacity in order to process transactions more timely

# Property and buildings—Our Services, Standards and Results 2018 to 2019

The following tables on service standards and targets for the "Property and buildings" service category show service targets for 2017 to 2018 and 2018 to 2019 for: office accommodation services; professional and technical services; and client relationship management. The tables also include results for 2017 to 2018.

## Office accommodation services

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
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%	99.78%	99%
Satisfaction rating for service calls reported through the National Service Call Centre (NSCC)	90%	89.21%	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 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
On time – Deleted	95%	96%	Not applicable
On scope – Deleted	95%	98%	Not applicable
On budget – Deleted	95%	98%	Not applicable

## Client relationship management

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Provide regular progress reports to client departments and address any potential issues – Deleted	100%	100%	Not applicable

# Security, corporate and information services—Our Services, Standards and Results 2018 to 2019

## Security services

The following tables on service standards and targets for the "Security" service category show service targets for 2017 to 2018 and 2018 to 2019 for: industrial security services—including security clearance issuance; Industrial Security Call Centre; integrity database services; and controlled goods. The tables also include results for 2017 to 2018.

### Security clearance issuance

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Process a simple request for reliability status (to access protected information and assets) within 7 business days - Reworded	85%	96%	85%
Process a complex request for reliability status (to access protected information and assets) within 120 business days - reworded	85%	92%	85%
Process a simple request for security clearance (to access classified information and assets) within 75 business days - Reworded	80%	80%	80%
Process a complex request for security clearance (to access classified information and assets) within 120 business days - New	Not applicable	Not applicable	80%

### Industrial security call Centre

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Respond/refer inquiries within 2 business days	90%	88%	90%



#### Integrity database services

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Complete verification checks within 4 hours	80%	99%	80%

#### Controlled goods (company registration, exemptions and company inspection)

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Issue registration certificates (new and renewal) within 32 business days	80%	94%	80%
Conduct security assessments within 32 business days	80%	91%	80%
Issue visitor exemption certificates within 10 business days	80%	94%	80%
Issue temporary worker exemption certificates within 30 business days	80%	99%	80%

#### Corporate services

The following tables on service standards and targets for the "Corporate" service category show service targets for 2017 to 2018 and 2018 to 2019 for: Government of Canada's document management solution (GCDOCS); Shared services integration; My Government of Canada Human resources (MyGCHR); Canadian General Standards Board; Shared Travel Services; document imaging; GCSurplus; and Seized Property Management Directorate. The tables also include results for 2017 to 2018.

##### Government of Canada's document management solution (GCDOCS)

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
GCDOCS will deliver timely on-boarding services to its clients (as per plan) - Deleted	90%	100%	Not applicable
Deliver on annual plan commitments on time, on scope and on budget - Deleted	95%	100%	Not applicable
GCDOCS acknowledges receipt of client inquiries within one business day - New	Not applicable	Not applicable	80%

<b>GCDocs addresses client inquiries, providing advice and guidance, within five business days - New</b>	Not applicable	Not applicable	80%
<b>Presentations created by GCDocs for the GCDocs Director General Operational Committee meetings are available on GCpedia, in both official languages, two business days before the meeting - New</b>	Not applicable	Not applicable	90%

#### Shared services integration

<b>Service standard</b>	<b>Target 2017 to 2018</b>	<b>Results 2017 to 2018</b>	<b>Target 2018 to 2019</b>
<b>Deliver on annual plan commitments on time, on scope and on budget</b>	95%	100%	95%
<b>Shared Human Resources Services (SHRS) will deliver timely compensation services my GCHR – Deleted</b>	90%	Not available	Not applicable
<b>Shared Human Resources Services (SHRS) will deliver timely workforce and workplace management services - Deleted</b>	Not available	Not available	Not applicable
<b>Shared Case Management System (SCMS) will onboard clients (as per the onboarding plan) – Deleted</b>	90%	70%	Not applicable
<b>Resourcing: For resourcing processes with an established Project Plan and Timeline, SHRS will meet the established milestones/deliverables – New</b>	Not applicable	Not applicable	90%
<b>Classification: SHRS will plan a client consultation meeting and have an established work plan within 5 days of that meeting to present the service standards – New</b>	Not applicable	Not applicable	90%
<b>Compensation: SHRS will close 6 cases per day per compensation advisor for work to be completed for the Pay Centre – New</b>	Not applicable	Not applicable	90%

<b>Help desk inquiries are responded to within priority level timelines: - New</b>  <b>Priority 1 – less than one hour</b>  <b>Priority 2 – within two hours</b>  <b>Priority 3 – within twenty-four hours</b>  <b>Priority 4 – between twenty-four and forty-eight hours</b>	Not applicable	Not applicable	80%
<b>GCcase clients have access to the required platforms (i.e. Pre-production, Client-Development-Test and Production) as per the date indicated in the published onboarding schedule - New</b>	Not applicable	Not applicable	90%

#### My Government of Canada human resources (My GCHR)

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
<b>My GCHR will deliver timely onboarding services to its clients (as per plan) - Deleted</b>	90%	N/A (Central Agency Cluster governance announced its internal decision to cancel onboarding due to pay related concerns and the belief that these issues could be better managed with their current system.)	Not applicable

#### Canadian General Standards Board

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
<b>Level of client satisfaction with the Canadian General Standards Board's (CGSB) registration services – Deleted</b>	80%	92%	Not applicable

<b>Service standard</b>	<b>Target 2017 to 2018</b>	<b>Results 2017 to 2018</b>	<b>Target 2018 to 2019</b>
<b>Percentage of National Standards of Canada collection review started in fiscal year (20% reviewed per year based on five-year cycle)</b>	20% (100% over 5 years)	68%	20% (100% over 5 years)
<b>Percentage of products and services certified by the CGSB within specified timeframe – Deleted</b>	85%	86%	Not applicable

#### Shared Travel Services

<b>Service standard</b>	<b>Target 2017 to 2018</b>	<b>Results 2017 to 2018</b>	<b>Target 2018 to 2019</b>
<b>STS acknowledges receipt of client inquiries within one business day – New</b>	Not applicable	Not applicable	80%
<b>STS addresses client inquiries not involving third parties within 15 business days of their receipt – New</b>	Not applicable	Not applicable	70%

#### Document imaging

<b>Service standard</b>	<b>Target 2017 to 2018</b>	<b>Results 2017 to 2018</b>	<b>Target 2018 to 2019</b>
<b>All document imaging request by departments fulfilled within agreed upon timeframes</b>	95%	94%	95%
<b>All document imaging requested by departments fulfilled within the cost identified in the agreement</b>	95%	100%	95%

#### GCSurplus

<b>Service standard</b>	<b>Target 2017 to 2018</b>	<b>Results 2017 to 2018</b>	<b>Target 2018 to 2019</b>
<b>Website is operational 24/7 – New</b>	Not applicable	Not applicable	95%

## Seized Property Management Directorate

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Compliance to court ordered timing 100% of the time – New	Not applicable	Not applicable	100%
Attendance take down when asked 100% of the time – New	Not applicable	Not applicable	100%

## Information services

The following tables on service standards and targets for the "Information" service category show service targets for 2017 to 2018 and 2018 to 2019 for: the Canada Gazette; publishing and depository services; Electronic Media Monitoring; Public Opinion Research; Advertising Coordination and Partnerships; and Communications. The tables also include results for 2017 to 2018.

### The Canada Gazette

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Achieve 99% of editing accuracy (of documents published in Parts I/II of the Canada Gazette)	99%	99.94%	99%

## Publishing and depository services

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Percentage of client inquiries responded to within 48 hours	80%	94%	80%

## Electronic Media Monitoring

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Client inquiries are responded to within 48 hours – New	Not applicable	Not applicable	90%

## Public Opinion Research

<b>Service standard</b>	<b>Target 2017 to 2018</b>	<b>Results 2017 to 2018</b>	<b>Target 2018 to 2019</b>
<b>Public Opinion Research Directorate provides feedback on supplier proposals within 3 business days of receipt - New</b>	Not applicable	Not applicable	80%

#### Advertising Coordination and Partnerships

<b>Service standard</b>	<b>Target 2017 to 2018</b>	<b>Results 2017 to 2018</b>	<b>Target 2018 to 2019</b>
<b>Statements of Work are reviewed within 3 days – New</b>	Not applicable	Not applicable	90%

#### Communications

<b>Service standard</b>	<b>Target 2017 to 2018</b>	<b>Results 2017 to 2018</b>	<b>Target 2018 to 2019</b>
<b>Percentage of media inquiries responded to within negotiated timelines - New</b>	Not applicable	Not applicable	100%

# Translation, terminology and interpretation—Our Services, Standards and Results 2018 to 2019

The following tables on service standards and targets for the "Translation, terminology and interpretation" service category for 2017 to 2018 and 2018 to 2019 for: translation and linguistic services; terminology standardization services; interpretation; and client relationship management. The tables also include results for 2017 to 2018.

## Translation and linguistic services

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Deliver each translation request within the deadline	95%	95.14%	95%
Handle translation requests and confirm the designated contact within 1 business day	95%	87.30%	95%
Percentage of clients satisfied with the quality of translation services - Deleted	90%	89.93%	Not applicable
Ensure compliance with initial deadlines - New	Not applicable	Not applicable	90%
Ensure quality control of texts - New	Not applicable	Not applicable	70%

## Terminology standardization services

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Answer requests from the terminology help service within 1 business day	99%	99.24%	99%
Publish, in <i>TERMIUM Plus</i> terminological records that comply with quality and methodology standards – Deleted	95%	93.98%	Not applicable
Create, update and/or deactivate 1,500 records in each of three fields to be identified by the Translation Bureau	Not applicable	Not applicable	95%

with the goal of ensuring that Government of Canada terminology remains current - New			
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### Interpretation

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Deliver interpretation services for all event requests received by the Translation Bureau - Deleted	96%	97.7%	Not applicable
Percentage of clients satisfied with the quality of conference interpretation services - Deleted	90%	87.51%	Not applicable
Assess each request received for interpretation in official languages and to follow up within three business days – New	Not applicable	Not applicable	95%
Assess each request received for interpretation in foreign languages and to follow up within three business days – New	Not applicable	Not applicable	95%
Assess each request received for visual interpretation and to follow up within three business days - New	Not applicable	Not applicable	95%

### Client relationship management

Service standard	Target 2017 to 2018	Results 2017 to 2018	Target 2018 to 2019
Acknowledge clients' inquiries within 1 business day - Deleted	95%	94.79%	Not applicable
Respond to clients' inquiries within 3 business days - Deleted	95%	96.91%	Not applicable
Reply to requests for information sent electronically by clients	Not applicable	Not applicable	95%



<a href="mailto:bureaudelatraduction.translationbureau@tpsgc-pwgsc.gc.ca">bureaudelatraduction.translationbureau@tpsgc-pwgsc.gc.ca</a> ) <b>within two business days – New</b>			
<b>Reply to requests for creating client accounts within five business days of receiving the information required - New</b>	Not applicable	Not applicable	95%