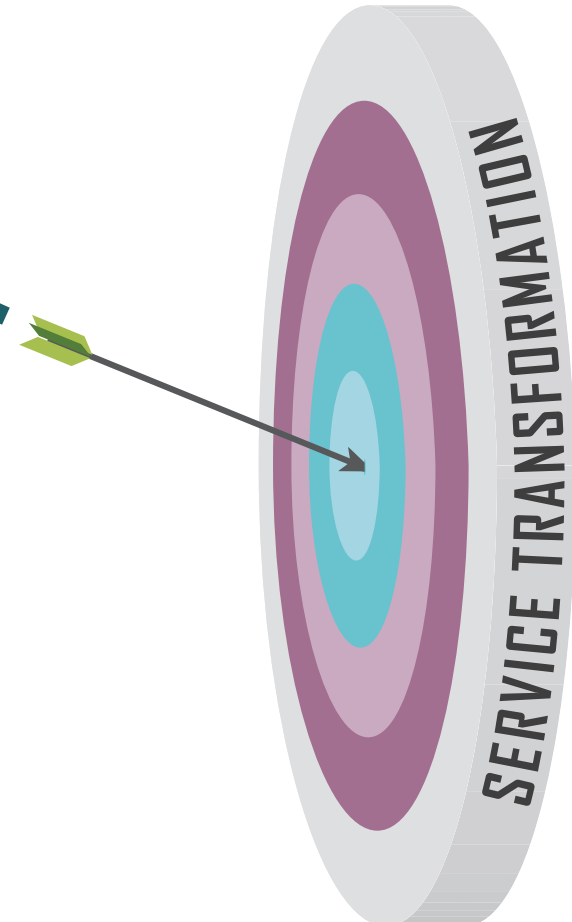




SERVICE TRANSFORMATION PLAN COMMITMENTS

COMMITMENTS ACCOMPLISHED TO DATE:



- Provide EI applicants with the ability to save and return to their application later.
- Use email notifications to prompt clients to review their EI claim information through their My Service Canada Account (MSCA).
- Share direct deposit information with CRA, beginning with CPP.
- Leverage information the department already has to auto-enroll GIS clients.

2017

- Authorize delegates to access services on behalf of the client.
- Provide a smart application that asks clients questions in plain language.
- Survey clients on improving services.
- Simplify the application form for clients applying for CPP-Disability.
- Review EI service standards.
- Maintain or increase the number of specialized call centre agents.

- Launch a pilot expanding Video Chat in select Service Canada Centres.
- Enhance the toolset for mobile outreach and expanding service partnerships with provinces/ territories to improve access to services in remote regions.
- Develop a preliminary business case for an ePayroll solution.
- Undertake a review of the Social Security Tribunal (SST) and Request for Reconsiderations processes.

2018

- Finalize the plan and procurements for implementing Benefit Delivery Modernization.
- Introduce a mobile app for IOS and Android for ESDC/Service Canada services, beginning with Job Bank.
- Use a crowdsourcing strategy to collect input from Canadians and inform policy development.
- Enhance the existing online benefits finder tool to make it easier and more intuitive for Canadians.

2019

Expected to launch in the coming months:

- Launch an identity-validation service pilot that enables federal, provincial and territorial governments to confirm client identities securely and instantaneously.

- Allow clients to upload documents online for CPP-Disability.

Exploring further:

- Improve the consistency of program and service related information across all channels by using standardized tools.

- Introduce the use of alternative payment vehicles (e.g., reloadable debit cards) for clients without a bank account.

No longer pursuing: (client needs are better addressed through other future solutions)

- Launch a community forum (Ask Canada) to help Canadians find answers to common questions.