

## Single Window Service Delivery - Sources of Information

Canadian Centre for Management Development/Centre Canadien de gestion: Catalogue of Publications <http://www.pco-bcp.gc.ca/index.asp?lang=eng&page=information&sub=publications&doc=guide2/annex-d-eng.htm> old <http://www.ccmd-ccg.gc.ca/publica/publi e.html>

### \* *BC Government Agents* \*

- 1) Seidle, Rethinking The Delivery Of Public Services To Citizens.
- 2) Mitchell in McDavid & Marson, The Well-Performing Government Organization.
- 3) Marson "Building Customer-Focused Organizations in British Columbia" in Public Administration Quarterly.
- 4) The Deputy Minister Task Forces, The Report of the Task Force on Service Delivery models, Vol. 2, Toward Citizen-Centred Service Case Studies.
- 5) Gov't of BC, Government Agents: BC's Service Solution.
- 6) Gov't of BC, Government Agents Branch: Business Plan - 1997 to 99.

### *Ontario Kiosks*

-there are two types: Service Ontario Kiosks deliver a range of services from various provincial depts. such as address changes etc. Ontario Business Connects kiosks provide single window access to services required to start a business.

### \* *Ontario Business Connects* \*

- 1) Seidle in Alternative Service Delivery: Sharing Governance in Canada, 1997.
- 2) Seidle, Rethinking the Delivery of Services to Citizens, 1997.
- 3) Deputy Ministers Task Force on Service Delivery Models (cited above).
- 4) 1996 IPAC Bronze Medal winner, Public Sector Management Vol. 7 No. 2.
- 5) the [Ontario Business Connects](#)

### \* *Service Ontario* \*

- 1) DM Task Force On Service Delivery Models (cited above).
- 2) 1997 IPAC Silver Medal winner, Public Sector Management Vol. 8 No. 2.
- 3) [Service Ontario Website](#)

### \* *HRDC Kiosk Projects* \*

-there are literally 100's of projects involving the HRDC kiosks across the Country. Some articles/books that refer to them are:

- 1) Bakvis in Alternative Service Delivery: Sharing Governance in Canada.
- 2) Seidle, Rethinking The Delivery of Services To Citizens.
- 3) Bronze Medal, [Ventures awards](#)

These are all good examples that CCMD is currently researching for the Citizen-Centred Service Network. However, here are some others that I will be looking at:

- 1) The [Aboriginal Single Window Initiative](#)

- 2) [The Intergov Canadian web site](#)
- 3) Vancouver Neighbourhood Integrated Service Teams (NISTs). See the 1997 IPAC awards - it won the gold medal. *Public Sector Management* Vol. 8 No. 2.
- 4) The [Canada Business Service Centres](#)
- 5) The Tawatinaw Regional Innovation Centre
- 6) [Atlantic Canada Online](#)
- 7) [The Canadian Geospatial Data Infrastructure Initiative](#)

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