**Draft Guidance on Posting Service Standards and Related Performance**

**(Archived on April 14, 2021)**

**About this document**

This document contains the following draft guidance:

* a new subsection to guide departments and agencies on what information to include on Canada.ca (Appendix A), which will be incorporated into the [Guideline on Service Management](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=28422) in a forthcoming update
* a new template for service standards and performance information to be posted on Canada.ca (Appendix B), which will replace the [Institutional service performance reporting page for Canada.ca](https://www.canada.ca/en/treasury-board-secretariat/services/government-communications/canada-content-information-architecture-specification/templates-detailed-specifications/institutional-service-performance-reporting-pages.html), as the Canada.ca Content and Information Architecture Specification

It has been developed by staff in the following areas of the Treasury Board of Canada Secretariat:

* Chief Information Officer Branch
* Office of the Comptroller General of Canada
* Regulatory Affairs Sector
* Strategic Communications and Ministerial Affairs (Digital Transformation Office)

**Feedback**

Feedback from departments and agencies on this draft guidance is welcome and may be submitted by contacting:

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**Appendix A: New section on service standards information to include on Canada.ca**

Each fiscal year, every department should include the following information on Canada.ca for services they offer. This information should be consistent with the information in their service inventory.

* **Service name:** The official name of the service.
* **Service description:** A brief description of the service and the need(s) it meets. Departments should also include the URL on the service being offered. In accordance with the Policy on Regulatory Transparency and Accountability, departments must indicate whether the service is a high‑volume regulatory transaction.
* **Service standard:** A concise statement identifying the service standard, such as how long it takes to receive a decision from the government on an application. For example, the department or agency could state “Our standard is to issue a final decision within 20 business days.”
* **Operational performance target**: The frequency with which the department or agency expects to meet the service standard(s) under normal circumstances, expressed in a simple sentence and described as a percentage. For example, “Our target is to meet our service standard for at least 90% of applications submitted to [institution name].”
* **Operational performance results**: Service performance results for the preceding fiscal year. Performance must be expressed as a percentage, for example, “the standard was met 79% of the time.” For priority services, real-time performance information also needs to be provided (see section 2.7.4 of the [Guideline on Service Management](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=28422)).

As stated in the Treasury Board [Policy on Regulatory Transparency and Accountability](https://www.canada.ca/en/treasury-board-secretariat/services/federal-regulatory-management/guidelines-tools/policy-regulatory-transparency-accountability.html), in some cases, there could be one or more timeliness service standards associated with a high-volume regulatory transaction. Where there is more than one service standard for a high-volume regulatory transaction, departments:

* may identify the service standards separately
* must clearly identify the regulatory authorization associated with the service standards

All of the department’s service standard information must be retrievable from (located on or linked to) one Canada.ca location. Publishing this information on open.canada.ca as part of the [GC Service Inventory](https://open.canada.ca/data/en/dataset/3ac0d080-6149-499a-8b06-7ce5f00ec56c) and/or in the annual report in accordance with the [*Service Fees Act*](http://laws-lois.justice.gc.ca/eng/acts/S-8.4/index.html) is not a substitute for publishing it on Canada.ca.

When publishing their service standards and performance information, departments should consider the points listed in section 2.9.5 of the [Guideline on Service Management](https://www.tbs-sct.gc.ca/pol/doc-eng.aspx?id=28422).

**Appendix B: Example template**

**[Institution] Service standards and performance information for fiscal year 2018 to 2019**

[**[Institution name]**](http://wet-boew.github.io/themes-dist/GCWeb/institutional-service-performance-en.html)

This report covers the 2018 to 2019 fiscal year. A fiscal year runs from April 1 to March 31.

**On this page**

* [[Service name 1]](http://wet-boew.github.io/themes-dist/GCWeb/institutional-service-performance-en.html#toc1)
* [[Service name 2]](http://wet-boew.github.io/themes-dist/GCWeb/institutional-service-performance-en.html#toc2)

As part of its ongoing commitment to provide quality client service, [institution name] has developed service standards. Service standards state the level of performance that citizens can reasonably expect to receive under normal circumstances.

[Institutions may insert additional information, such as “We have exceeded our performance targets in 89% of the services we offer. Our performance results are described in more detail below.”]

**[Service name 1]**

**Service description:** [description of service] (NEW)

* **Service standard:** answer telephone calls within 10 minutes
* **Performance target:** meet the standard for at least 95% of calls received
* **Performance result in fiscal year 2018 to 2019:** We answered 98% of telephone calls within the 10‑minute standard.

**[Service name 2]**

**Service description:** [description of service] (NEW)

**Wait time for decision on an application**

**Applications submitted in person at a service office**

* **Service standard:** issue a final decision on an application within 35 business days
* **Performance target:** meet the standard for at least 90% of applications
* **Performance result in fiscal year 2018 to 2019:** We issueda final decision within the 35‑business‑day standard for 96% of applications.

**Applications submitted by mail**

* **Service standard:** issue a final decision on an application within 40 business days
* **Performance target:** meet the standard for at least 90% of applications
* **Performance result in fiscal year 2018 to 2019:** We issued a final decision within the 40‑business‑day standard for 98% of applications.

**Service standards and performance results for previous fiscal years**

* 2017 to 2018
* 2016 to 2017