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Solicitor General
Canada

Solliciteur général
Canada

Service Guide

**The Corporate Services Sector
of the Department of the
Solicitor General of Canada**

December 2000

Canada

1. Introduction

This Service Guide was originally developed in 1996 to provide an overview of the key services available from the Corporate Services Sector of the Department of the Solicitor General, and to establish clear service delivery expectations for both the client and the service provider.

This revised Guide is designed to provide simple, workable standards against which the Sector can measure its performance. It will help to ensure that key services are being provided in a timely, effective and efficient manner, bearing in mind the resource restraints of the Sector and the needs and priorities of its clients. The Guide provides a foundation for setting quantitative performance measures, which can be refined to reflect the changing pressures and requirements of the Department and the Sector. In addition, as the Guide continues to evolve it is expected to incorporate measures of a more qualitative nature.

Your feedback is an important part of our continuing efforts to improve on the services that we provide. Please take some time to familiarize yourself with the revised Guide. If you have any comments or suggestions that you would like to offer on the Guide or any other area of Corporate Services please contact the Office of the Director General Corporate Services at 990-2615 or by e-mail.

Guide Layout:

This Guide has been divided into 8 sections as follows:

1. Introduction
2. Mission, Vision, and Values Statements
3. Key Clients
4. Key Services
5. Service Pledge
6. Key Challenges and Our Response
7. Service Standards
8. Performance Monitoring

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2. Mission, Vision and Values Statements

Mission:

Our mission is to deliver quality, client-centred corporate services, which support the Department in meeting its overall objectives and goals in a cost-effective and efficient manner. We are committed to working in partnership with Departmental managers and staff in the delivery of services which are timely, relevant and reliable. We strive to provide services, which reduce administrative overhead and burden while meeting the regulatory requirements of government.

Vision:

Our vision is to be a model for other government departments in relation to the delivery of dependable and value-added corporate services.

Values:

We are committed to serving our clients with **PRIDE**:

- **P**rofessionalism
- **R**espect
- **I**ntegrity
- **D**edication
- **E**xcellence

to ensure our services are **TOPS**:

- **T**imely
- **O**pen
- **P**roductive
- **S**olution driven

3. Key Clients

Key clients of the Corporate Services Sector include:

- Minister's office, management and staff of the Department;
- Central Agencies, such as the PSC and TBS;
- Three Review Agencies - the RCMP External Review Committee, the Commission for Public Complaints against the RCMP, and the Office of the Correctional Investigator; and
- RCMP, CSIS, CSC and NPB (for Ministerial Correspondence only).

4. Key Services

The Corporate Services Sector provides key services in the following areas:

- human resource strategic advice and operational services, including: human resource planning; career development; employment equity; official languages; training and development; classification and organizational development; staffing; staff relations; language testing; compensation and benefits; and rewards and recognition.
- finance, including:
 - ⇒ Financial Services such as contracts for professional services, contribution agreements, travel and other cashier services, accounts payments, user training and revenue receipt services; and
 - ⇒ Financial Planning services such as budget allotment control and advisory services;
- systems services such as Local Area Network (LAN), help desk, telecommunications, user training and information services;
- records services including records management and forms management services;
- administrative services including accommodation and procurement services;
- security services including security screening;
- ministerial correspondence services including editing, writing and records management services for the Minister's office; and
- library services such as loan, reference and acquisition services.

A more detailed breakdown of the services available from the Sector is provided in the service standards section of this Guide.

5. Service Pledge

The Corporate Services Sector will endeavour to respond to every client request with courtesy. We are committed to providing services which are **FAIR**:

- **F**ocused - Services will focus on meeting client needs as efficiently and effectively as possible;
- **A**ccessible - Clients may contact us, in person, by phone, or electronically in either official language;
- **I**mpartial - All requests will be treated equitably and in an honest, confidential, forthright and sincere manner; and
- **R**esponsive - Client needs will be dealt with in a timely manner.

6. Key Challenges and Our Response

The table below identifies some of the key challenges the Corporate Services Sector is facing and how the Sector expects to deal with them:

Challenge	Response
<p>Limited resources, and advances in technology</p>	<p>The Corporate Services Sector, as with all areas of government today, is taking a long hard look at the services it provides in an attempt to reduce costs and do more with less. Change is the order of the day and we must continue to refine our services to ensure that they are delivered as efficiently and effectively as possible.</p> <p>Major government-wide initiatives such as staffing reform and the implementation of the Universal Classification Standard (UCS) require pragmatic priority setting in order to manage workload pressures on limited resources.</p> <p>Any devolution of Corporate Services responsibilities will be done in consultation with the Departmental Executive Committee (DEC) and/or the Human Resources Committee (HRC) and will usually correspond with the introduction of new technologies designed to reduce administrative burden. To this end, we are presently working with clients to develop an integrated service environment in which managers and employees have on-line access to the information they need with respect to corporate services. We will continue to provide training, support and advice to our clients on the use and range of our services.</p>
<p>Providing an infrastructure to allow the Department to be an employer of choice.</p>	<p>Every interface an employee has with Corporate Services has an impact on how they view the Department as a place to work. The Department's Human Resources Plan 2000-2003 sets out a course of action for the next three years. The people working in Corporate Services will continue to place a high emphasis on client service and satisfaction.</p>
<p>Service delays</p>	<p>The service standards we have set are important to us. When unusual circumstances arise, we will immediately explain the steps that will be taken to respond to your request and how quickly the service can be provided.</p>
<p>Client complaints/dissatisfaction</p>	<p>If a matter is not resolved to your satisfaction, we will properly explain your options for seeking redress.</p>

7. Service Standards

This section provides information on the services we provide and our standards for delivery of these services. All standards refer to working days unless otherwise indicated and are the maximum amount of time that should normally be required to deliver the specific service. In cases where it is not possible to deliver the service within this timeframe, the client will be advised immediately and an alternate timetable for delivery will be discussed with the client.

All areas of the Corporate Services Sector are committed to providing the following basic level of service:

<u>Services Provided</u>	<u>Standards</u>
• Initial response to telephone and e-mail messages	24 hours
• Initial response to written enquiries	3 days

During the initial response you will be advised of the steps to be taken, the name of the person responsible for your request and the expectations which will be placed on you, the client.

HUMAN RESOURCES

Human Resources is available to serve you from 8:30 a.m. until noon and from 1:00 p.m. until 4:30 p.m., Monday through Friday (except statutory holidays).

<u>Services Provided</u>	<u>Standards</u>
Classification Services:	
• Administrative changes to positions	2 days
• Job description consultation/writing	10 days
• Creation of a position	15 days
• Re-classification of a position	20 days
Language Testing Services:	
• Reading and writing test administration	5 days
• Scheduling of oral interaction tests	5 days
• Scheduling of language training	10 days
Pay and Benefits Services:	
• Completion of pay transactions	As prescribed in collective agreements
• Information on Leave credits available	5 days
• Pension calculations	5 days
• Severance pay	20-30 days
• Transfer of severance pay to RRSP	30-40 days
• Payment out of leave credits (following receipt of approved request, and tax waiver if required)	10 days
Staffing Services:	
• Advice on staffing options and departmental staffing priorities	5 days
• Acting appointments	15 days
• Appointments without competition	20 days
• Assignments/Secondments	5 days
• Deployments	15 days
• Extensions - acting and term appointments	5 days
• Competitions (open, closed, inter and intra-departmental)	20-60 days
• Recruitment of Students (CO-OP and Summer Student Employment)	10 days

Staff Relations Services:

- Interpretation of collective agreements and terms and conditions of employment

1 day

The service standards represent the time normally required to complete actions once complete information and/or documents are available.

Complaint/Redress Mechanisms:

Complaints may be addressed to the Director, Human Resources or the Director General, Corporate Services.

FINANCE (INCLUDES FINANCIAL SERVICES AND FINANCIAL PLANNING)

FINANCIAL SERVICES:

Financial Services is available to serve you from 7:30 a.m. until 5:00 p.m., Monday through Friday (except statutory holidays).

<u>Services Provided</u>	<u>Standards</u>
Contracts for Professional Services (preparation, including commitment control):	
• Short-form contract	2 days
• Contracts through "standing-offer" or other supply arrangements	3 days
• Letter of agreement for travel and other reimbursements	3 days
• Long-form contract - sole source (less than \$25,000)	5 days
• Long-form contract - using Advance Contract Award Notice (ACAN) (between \$25,000 and \$50,000)	20 days
• Long-form contract - using Open Bidding Services (depending on contract value)	20-50 days
Contribution Agreement Services:	
• Less than \$20,000	5 days
• Greater than \$20,000 (not including review by committee)	7 days
Travel and Other Cashier Services:	
• Issuance of travel authority numbers	Immediately
• Issuance of taxi voucher booklets	Immediately
• Provision of travelers cheques	Same Day
• Distribution of supplementary pay cheques (for overtime, meal allowances, pay increments, etc.)	24 hours
• Petty cash payments (less than \$50.00)	24 hours
• Petty cash fund replenishment (cheque)	3 days
• Travel expenses and other claims (excluding the time PWGSC takes to issue and mail cheques)	5 days
• Issuance of American Express credit cards	10 days
Account Commitment and Payment Services:	
• Commitment of requisitions	2 days
• Amendments or other requisition or commitment changes	2 days

- Payment of conference fees and expense reimbursements 5 days
- Payment of contribution installments 5 days
- Payment of supplier invoices (payment on due date policy) * 30 days

User Training and Support Services:

- Provision of user training on corporate financial systems such as TES, SAP, SIMS and INFO FINANCE By appointment
- Provision of help desk support on corporate financial systems 2 hours

Revenue Receipt Services:

- Issuing invoices 3 days
- Crediting of receipts 3 days

FINANCIAL PLANNING:

Financial Planning is available to serve you from 9:00 a.m. until noon and from 1:00 p.m. until 4:30 p.m., Monday through Friday (except statutory holidays).

<u>Services Provided</u>	<u>Standards</u>
Budget and Allotment Control Services:	
• Entering budgets	5 days
• Adjusting budgets	2 days
• Updating salary information system	2 days
Other Services:	
• TB Submission processing/control (including Ministerial Review)	5 days
• Forecasting and advisory services	As required

Complaint/Redress Mechanisms:

Complaints may be addressed to the Director, Finance, or the Director General, Corporate Services.

** this standard refers to calendar days*

SYSTEMS DEVELOPMENT AND MANAGEMENT

The Departmental LAN access is accessible 24 hours-a-day, 7 days a week, 365 days per year. Systems Help Desk is available from 8:00 a.m. until 5:00 p.m., Monday through Friday (except statutory holidays). Special arrangements can be made to have someone from the Help Desk available during off-hours at the Cost Center's expense.

Services Provided

Standards

LAN Services (classified and non-classified LANs):

- Reset of LAN or e-mail passwords (during business hours) 2 hours
- Creation of new LAN and e-mail accounts (after all necessary information is provided) 2 days
- Creation, connection or repair of LAN wiring connection 5 days
- Creation of account for remote access to network with written request from manager. 2 days

Help Desk Services:

- Hardware and software support to users 3 hours
- Recovery of damaged or accidentally erased files which have not been overwritten 1 day
- Relocation of existing computers or printers to new location, with existing LAN wiring 3 days
- New computer, laptop, fax or printer installation 5 days
- Upgrades and repairs of equipment (may be longer if external technician required) 2 days
- Home PC setup with written request from manager 10 days
- Laptop setup for remote access 2 days
- Advance notification for setup of Projector or Training Room 2 days
- Advance notification of Off-hour user support requirement 2 days

Telecommunications Services (provided through the Administrative Services Officer):

- Relocation or modification of existing telephone features 2 days
- Purchase and activation of cellular phone 2 days
- Issuance of Telus North American/International calling cards 10 days

- Installation of new telephone sets upon written request 10 days
- Updates to on-line Departmental telephone directory through InfoNet and the Details template through the e-mail system Weekly

User Training Services:

- Provision of user training on main corporate software (i.e. Windows, e-mail, Word, Excel, Powerpoint, InfoNet, Internet) upon minimum class registration of 4 participants 10 days

Information Services:

- Placement of properly formatted documents of general interest to the Department on InfoNet 5 days
- Creation and modification of reports from corporate databases (INFO FINANCE (SAP, TES) HRIS, RIMS, SIMS), depending on complexity 10 days
- Creation and modification of electronic forms for corporate use (time will differ depending on complexity; service to be provided in coordination with Administration and Records) 10 days

Complaint/Redress Mechanisms:

Complaints may be addressed to the Director, Systems Development and Management or the Director General, Corporate Services.

RECORDS

The central records office is available to serve you from 8:30 a.m. until noon and from 1:00 p.m. until 4:30 p.m., Monday through Friday (except statutory holidays).

The Minister's sub-records office is available to serve you from 8:30 a.m. until noon and from 1:00 p.m. until 4:30 p.m., Monday through Friday (except statutory holidays).

The National Security Directorate sub-records office is available to serve you from 8:00 a.m. until noon and from 1:00 p.m. until 4:00 p.m., Monday through Friday (except statutory holidays).

Services Provided

Standards

Records Management Services:

- System Administration (user and patron setup) 1 day
- File/volume creation 1 day
- Mail processing 1 day
- File/document retrieval
 - On premises Immediately
 - National Archives records centre 1-3 days
 - BF's 1 day before due date
- File lists (hard copy or diskette) 24 hours
- Shredding (pick-up and disposal) 24 hours

Forms Management Services:

- Business cards 10 days
- Forms printing 10 days
- Forms design 10 days
- Electronic forms (design and setup) 10 days

Complaints/Redress Mechanisms:

Complaints may be addressed to the Manager, Records Systems and Operations, the Director, Administration Division, or the Director General, Corporate Services.

ADMINISTRATION

Administrative Services are available to serve you from 7:30 a.m. until noon and from 1:00 p.m. until 4:00 p.m., Monday through Friday (except statutory holidays).

Services Provided

Standards

Administrative Services:

- Preparation of purchase requisition 2 days
- Movement of furniture 2 days
- Provision of stocked supplies, upon request Immediately
- Place calls concerning problems with building accommodations to the PW/GSC Trouble Desk Same Day

Complaints/Redress Mechanisms:

Complaints may be addressed to the Accommodation and Materiel Manager, the Director, Administration Division, or the Director General, Corporate Services.

SECURITY

Security Services are available from 8:00 a.m. until noon and from 1:00 p.m. until 4:30 p.m., Monday through Friday (except statutory holidays). Commissionaire Services in the Main Lobby are available 24 hours a day, 7 days a week.

Services Provided

Standards

Security Screening Services (From completion of the necessary forms):

- Reliability checks 4 days
- Security clearances:
 - Confidential - Level I 1 week
 - Secret - Level II 1 week
 - Top Secret - Level III (requires field investigation) 10-12 months*

Other Services:

- Secure Telephone Unit (STU III) requests 1 day**
- Briefing of new employees (by appointment) Monthly
- Issuance of access/identification cards
 - Initial issuance and arrangements for access First day of employment***
 - Modification of access privileges Same Day
- Designation of position screening requirements (upon request of Manager) 24 hours
- New combination requests 24 hours
- Regular combination changes Every 6 months (or earlier as requested)

Complaints/Redress Mechanisms:

Complaints may be addressed to the Director, Administration Division (also Assistant Departmental Security Officer), or the Director General, Corporate Services (also Departmental Security Officer).

* CSIS requires this amount of time for processing

** provided that Secure Telephone Unit (STU III) in stock

*** provided that the required security clearance is completed

MINISTERIAL CORRESPONDENCE SERVICES

The Ministerial Correspondence Unit (MCU) is available from 8:00 a.m. until 4:30 p.m., Monday through Friday (except statutory holidays).

Services Provided

Standards

MCU's primary responsibility is to provide correspondence support to the Minister's office and includes editing, writing and records management services.

Editing/Writing:

- Reviewing all ministerial replies Immediately to 48 hours
- Drafting replies 5 to 20 days

Records Management:

- Processing all incoming ministerial mail (e.g., data entry, classifying, mailing, etc.) Immediately to 48 hours
- File/volume creation 24 hours
- File/document retrieval services (records on site) Immediately

Guidance to the Ministry as follows:

- Implementing and updating the *Guidelines for Ministerial Correspondence via the Intranet* (hard copy sent to agencies) in order to provide easily accessible and up-to-date information to Ministry employees on procedures for the preparation of ministerial correspondence 3 days
- Informing departmental and agency employees of any changes which can affect the preparation of correspondence for the Minister's signature Immediately
- Providing information and guidance, by telephone or e-mail, to inquiries from departmental and agency employees 24 hours

External Correspondence:

Correspondence consisting of letters received from outside the Ministry are assigned to the agencies or directorates for preparation of reply. This correspondence is placed in colour-coded docket with established deadlines for turnaround as follows:

- Blue docket - correspondence of an extremely urgent or sensitive nature or the originator of the correspondence is a critic of the portfolio 5 days
- Green docket - correspondence from the Minister's Cabinet colleagues, MPs and provincial counterparts 10 days
- Grey docket - correspondence from the Minister's constituents whose concerns fall within the purview of the Department 10 days
- Yellow docket - correspondence from public officials, organizations, associations, chiefs of First Nations, mayors, etc. 15 days
- Red docket - correspondence from the general public 20 days
- Orange docket - direct reply correspondence such as employment requests, requests for research material from students, most inmates, RCMP complaints, etc., and are signed off by department or agency section heads on behalf of the Minister 20 days

Internal Correspondence:

- Correspondence originating from the agencies is placed in temporary docket (buff-coloured files) and are assigned to directorates for advice or response when necessary. As required

Complaints/Redress Mechanisms:

Complaints or suggestions for improvements to services should be addressed to the Head of Ministerial Correspondence. Issues not resolved at this level can be forwarded to the Director General, Corporate Services.

LIBRARY AND REFERENCE CENTRE

The Library and Reference Centre is available to serve you from 9:00 a.m. until 4:00 p.m., Monday through Friday (except statutory holidays). Access to the Library after hours and on weekends can be arranged on request.

Services Provided

Standards

Loan Services:

- | | |
|---|-------------|
| • Borrowing items from the collection | Immediately |
| • Transmitting internal Interlibrary Loan (ILL) request | 4 days |
| • Processing external ILL request | 7 days |
| • Client notification of new books or ILLs | 1 day |

Reference Services:

- | | |
|--|-----------------------|
| • Routine requests requiring less than 5 minutes to answer | Immediately |
| • Requests requiring 5 to 15 minutes to answer | 1 day |
| • Requests requiring more than 15 minutes to answer | As agreed with client |

Acquisition Requests:

- | | |
|---|--------|
| • Urgent requests transmitted to the publisher | 1 day |
| • Routine requests transmitted to the publisher | 5 days |
| • Client notification of order status | 2 days |

Cataloguing:

- | | |
|---------------------------------|--------|
| • Cataloguing of requested item | 5 days |
| • Cataloguing of urgent request | 1 day |

Complaints/Redress Mechanisms:

Complaints or suggestions for improvements to services should be addressed to the Chief Librarian. Issues not resolved at this level can be forwarded to either the Library Advisory Committee, or to the Director General, Corporate Services.

8. Performance Monitoring

Performance monitoring will be done through a variety of approaches, such as; self-assessment, surveys of client satisfaction and reviews of complaints received. This information will be used to determine the Sector's performance in relation to the service standards.

