

Priorities Committee Meeting_Jun18_2019

STRATEGIC INITIATIVE AND UPDATE**2019 Chief Commissioner Work Plan - Update****Report Purpose**

To provide an update on the projects identified in the December 11, 2018 Memorandum to Council regarding the 2019 work plan for the Chief Commissioner.

Our Prioritized Strategic Goals

Goal 5 - Foster collaboration through regional, community and governmental partnerships

Goal 7 - Provide opportunities for public engagement and communication

Report

The December 11, 2018 Memorandum to Council outlined initiatives categorized by Service Delivery, the People Plan and Professional Development.

Under 'Service Delivery', Council identified two initiatives under the purview of the Chief Commissioner. The first is the Performance Management / Measurement System. Now termed the 'Performance Measurement Maturity and Service Level Review', this initiative is partnering with the Corporate Asset Management initiative and KPMG to construct a service inventory framework using the Municipal Reference Model (MRM), which is a service model designed by, for and about municipal government. The MRM is a framework to help municipalities describe their lines of business. It applies a set of concepts and tools that can help municipalities define and describe their business in terms of the programs and services they provide in a way that is most meaningful to municipal clients, residents, taxpayers and stakeholders.

The MRM is currently used by companies such as KPMG to assist Canadian Municipalities as the model clarifies each service description, service level, the resources required to offer the service and performance information and measures. The desired outcomes are that the County:

- improves program and service definitions using clear, consistent, common language service definitions with a customer-centric view that can improve service integration within programs;
- improves its performance measurement maturity; and that
- service and program managers have the evidence to systematically assess and improve performance and service levels.

The direct alignment related to the development of service model definitions was identified during the planning of the Corporate Asset Management Framework and Performance Measurement Maturity and Service Level Review initiatives. Partnering to complete this work will enable the County to leverage resources more effectively and efficiently.

The second initiative under Service Delivery is the Customer Experience Strategy. A by-product of County Connect, this initiative will create a service expectation for both internal and external customers in the community and within our organization. Corporate Planning will be taking the lead on this work. As such, this initiative is paused pending the hiring of the new Director.

With respect to Professional Development, I was afforded the opportunity to attend York University's Leading Sustainable Strategic Change as well as the Municipal Leadership

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Program in Jasper, Alberta from February 26 – March 1, 2019. This was an inaugural program focusing on sustaining the future of communities. Participants worked through real world issues and case studies. Key outcomes included, but were not limited to, opportunities to explore new teachings on creative/innovative solutions thinking (design thinking), coaching and intermunicipal relations (regional collaboration).

Of significance to me was the opportunity to connect with the Head of the Executive Studies Program to specifically discuss the Certificate in Municipal Management and Leadership (CMML) at the University of Alberta. A number of our staff have taken this course. As a result, we are afforded a unique opportunity to leverage their learnings by providing leadership opportunities throughout the implementation of corporate initiatives, such as Business Transformation, linked directly to elements of the program. Said differently, we are currently exploring an opportunity to apply teachings directly to work underway at Strathcona County.

An update on People Plan activities is expected in Q3 of this year, as per the Memorandum.

Other Impacts

Policy: N/A

Legislative/Legal: N/A

Interdepartmental: Corporate Planning

Master Plan/Framework: Corporate Asset Management