Service Inventory Analysis

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Introduction

The purpose of this briefing note is to provide an overview of the service inventory data published by the Treasury Board of Canada Secretariat [1]. The service inventory data have been analyzed to assess the performance and utilization of services offered by departments of the Government of Canada. This data is critical for understanding the availability of services offered to Canadians and identifying areas for improvement.

One should find the following information in the subsequent sections. Each section aims to provide key information on a particular aspect of the data.

> **Key Findings**
>
> 1. Identify the number of organizations who report data in the service inventory.
>
> 2. Identify the top and bottom ten services based on application volume and the online status of services for the most recent period of 2022-2023.
>
> 3. Identify the availability of services through various channels and the trends in application submission channels over the past few years.
>
> 4. Identify the number of services with service standards over the past few years, and the service standards that have targets met.

Section 1

The Service Inventory dataset contains 81 unique departments that offer 1637 services from 2018 to 2023. In particular, more than 90% of the departments submitted their data to Service Inventory. However, not all departments consistently report their data in the Service Inventory, leading to fluctuations over different periods. Despite this variability, there is a clear overall increasing trend in the number of services reported.

Period	Number of Departments	Percentage
2018-2019	72	88.9%
2019-2020	76	93.8%
2020-2021	77	95.1%
2021-2022	78	96.3%
2022-2023	74	91.4%

Table 1: Number of Departments Reporting Data in Service Inventory

Section 2

One can identify the top and bottom ten services based on total number of applications received for 2022 to 2023. Note that the bottom 10 services have zero number of applications received. This is not an exhasted list since there are other services that also have zero application.

	service_id	department_name_en	service_name_en	total_applications
5237	669	Canada Border Services Agency	Traveller Processing	70361874.0
2523	1677	National Research Council Canada	The Canadian Astronomy Data Centre (CADC)	57000000.0
5382	728	Canada Border Services Agency	Commercial Processing (highway, air, rail, mar...	22976516.0
2720	1726	Financial Consumer Agency of Canada	Financial Literacy	10104531.0
5088	37	Shared Services Canada	External Credential Management	10078890.0
6849	SRV03049	Immigration, Refugees and Citizenship Canada	Passports & Travel Documents	3706829.0
4295	2238	Immigration, Refugees and Citizenship Canada	Client Support Centre	3464403.0
765	1242	Employment and Social Development Canada	Canadian Passport	3429561.0
1	1001	Employment and Social Development Canada	Old Age Security (OAS) Benefits	3286418.0
1465	1422	Immigration, Refugees and Citizenship Canada	Electronic Travel Authorization	3064022.0

Figure 1: Top 10 Services by Application Volume

	service_id	department_name_en	service_name_en	total_applications
7179	SRV03550	Transport Canada	Access School bus safety information	0.0
7178	SRV03549	Transport Canada	Access Driver Assistance Technologies information	0.0
7177	SRV03548	Transport Canada	Explosive Detection Dog and Handler Teams (EDD...	0.0
16	1004	Fisheries and Oceans Canada	Canada Nature Fund for Aquatic Species at Risk	0.0
21	1005	Employment and Social Development Canada	Canadian Benefit for Parents of Young Victims ...	0.0
26	1006	Fisheries and Oceans Canada	Catch Certification Program	0.0
7160	SRV03531	Transport Canada	Administration of the Marine War Risk Act and ...	0.0
7161	SRV03532	Transport Canada	Approval of Air Cargo Security Program Partici...	0.0
7167	SRV03538	Transport Canada	Access defect and recall information	0.0
7169	SRV03540	Transport Canada	Access Motor Vehicle Safety Best practices inf...	0.0

Figure 2: Bottom 10 Services by Application Volume

Services can be provided online to Canadians from end to end. Figure 3 shows that here are six types of task: client can register for a personal account, can authenticate their identity, can apply for a service, can be notified of the outcome of their request, can receive the service and can provide feedback. Due to the limit that the author of this report doesn't have information on the definition of end-to-end, one should assume that services can be done online end-to-end only if all six types of task can be performed online. Among the 1637 services that Government of Canada offered in 2022-2023, 135 services are available online end-to-end, representing 8.2% of all services.
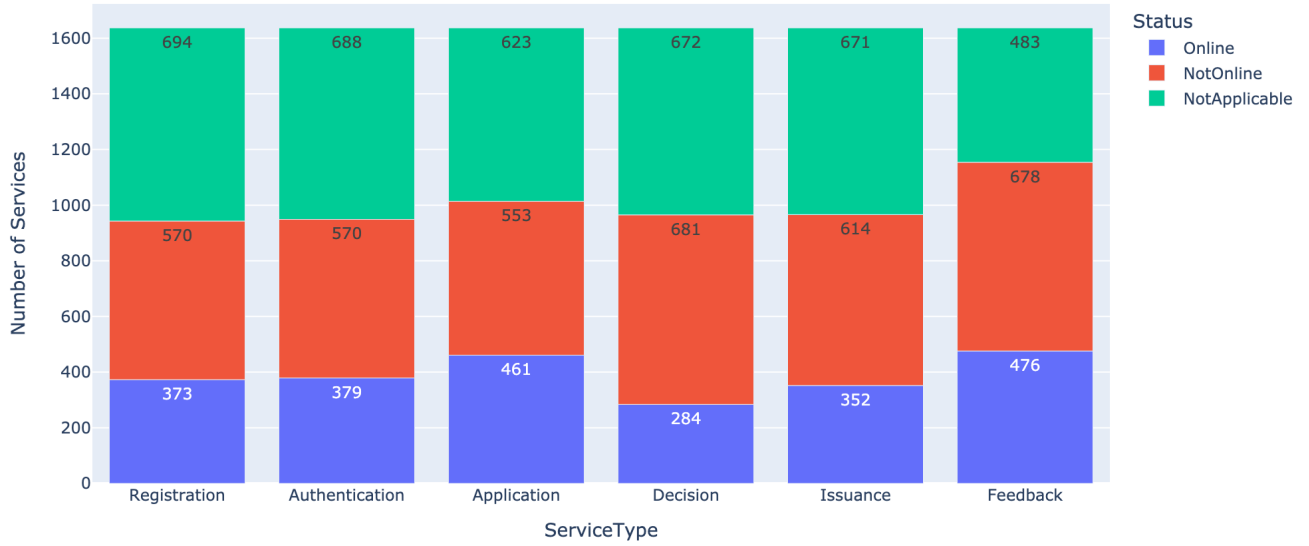
Figure 3: Online Status of Services 2022-2023

Section 3

Services can also be provided through different channels. Canadians can submit applications through telephone, online, in-person, postal mail, email, fax and other. Figure 4 illustrates the percentage distribution of applications submitted through each channel in recent years. Notably, during the pandemic from 2020 to 2022, online applications counted for the majority of submissions, while in-person applications accounted for approximately one third both before and after this period. This pattern aligns with the return to normal service operations post-pandemic.
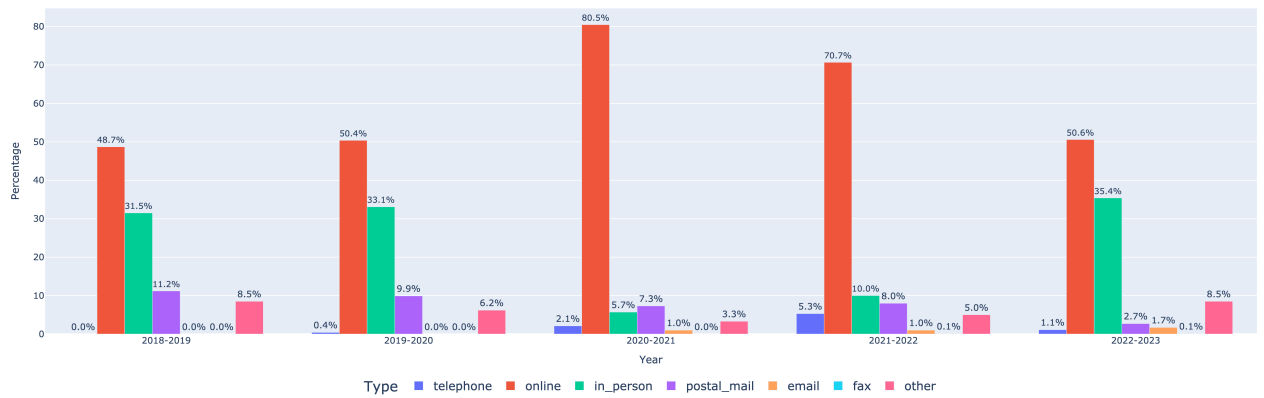

Figure 4: Type of Channel Available for Application Submission

Section 4

Figure 5 shows that the percentage of services having standards are increasing over the past few year. For example, among the 1637 services available for 2022 to 2023, there were 928 of them with standards, representing 56.7% of the total 2,280 service standards established. Moreover, more

than 50% of these service standards were successfully met after 2020, indicating an improvement in government performance in meeting service standard targets. Notably, during 2022 to 2023, 1,348 out of 2,280 standard targets were achieved, accounting for 59.1%, the highest rate observed in recent years.
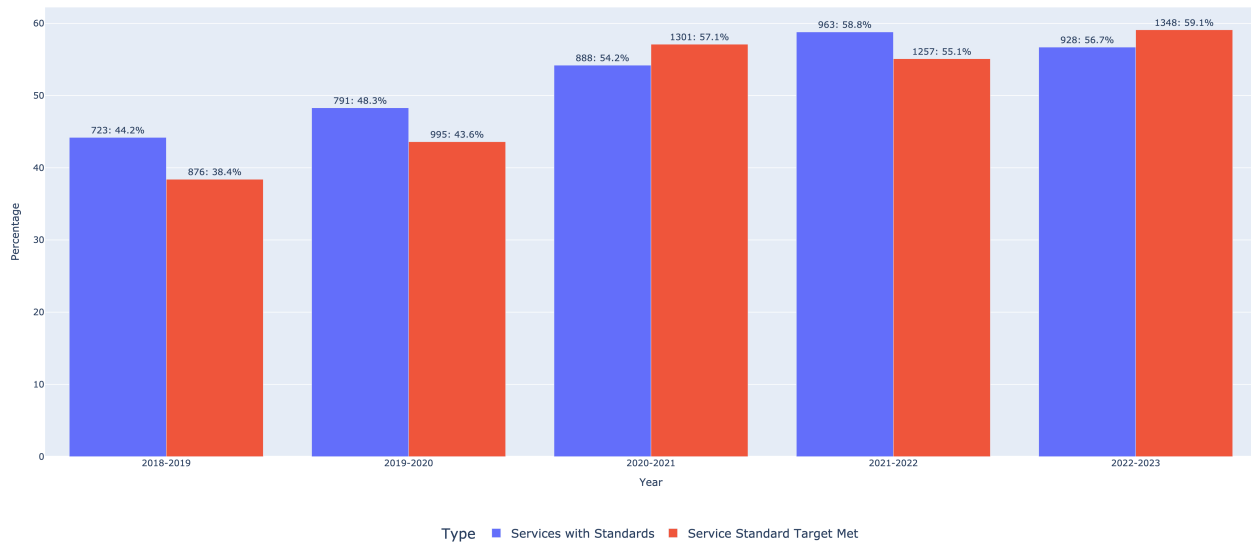

Figure 5: Percentage of Service with Standards and Standards with Target Met

Conclusion

In this analysis report, we found that over 90% of Government of Canada departments have reported data in the service inventory over the past few years. These departments accept applications from Canadians through various services. For example, we identified the top and bottom 10 services based on the volume of applications received. Some of these applications were submitted online, while others were processed via telephone, in-person, email, and other channels. Although the number of services available entirely online remained low for 2022 to 2023, we found that during challenging periods like the pandemic, the government effectively supported Canadians through online services. Finally, departments have been working diligently to provide services with standards and meet their targets. Performance levels peaked during 2022 to 2023, with 59.1% of service standard targets being met.

References

[1] Treasury Board of Canada Secretariat. GC service inventory. https://open.canada.ca/data/en/dataset/3ac0d080-6149-499a-8b06-7ce5f00ec56c, 2024.