

Service Inventory Analysis

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Introduction

The purpose of this briefing note is to provide an overview of the service inventory data [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 this note:

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 in the Service Inventory dataset for the most recent period of 2022-2023.
3. Identify the number of services with service standards over the past few years.
4. Identify the availability of services through various channels and the online status of services, as well as the trends in application submission channels over the past few years.
5. Identify the proportion of services that have met the standard target.

Section 1

The Service Inventory dataset contains 81 unique departments that offer 1637 services from 2018 to 2023. However, not every department report data in the service inventory. The number changes during different periods:

Period	Number of Departments
2018-2019	72
2019-2020	76
2020-2021	77
2021-2022	78
2022-2023	74

Table 1: Number of Departments Reporting Data in Service Inventory

Conclusion

References

- [1] Treasury Board of Canada Secretariat. Gc service inventory, 2024.