

# 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 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.
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. However, not every department reports data in the service inventory. The number changes during different periods:

## Section 2

One can identify the top and bottom ten services based on total number of applications received for 2022 to 2023.

## Section 3

Among the 1637 services that Government of Canada offered in 2022-23, 373 services are available online end-to-end, representing 22.8% of all services.

One can find the overall trends of the number of applications that can be done online for each type:

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

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



Figure 3: Online Status of Services 2022-2023

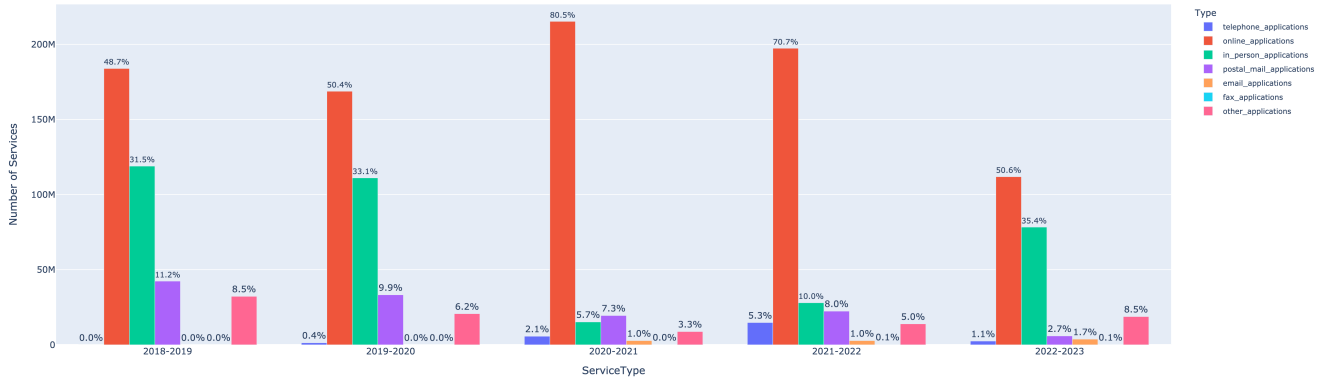


Figure 4: Type of Applications Available Online End-To-End

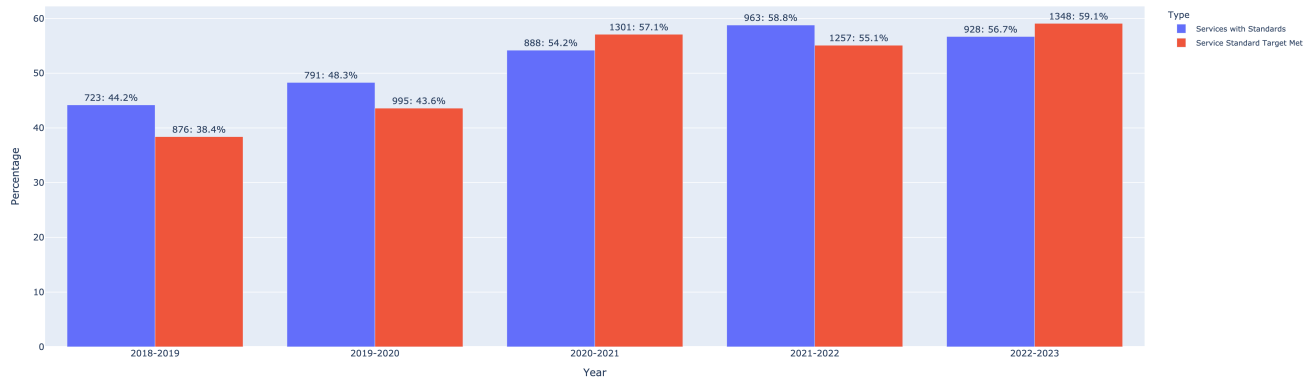


Figure 5: Percentage of Services with Standards and Standards with Target Met

## Section 4

Among the 1637 services available, there were 928 of them having standards, which is 56.7% for a total of 2,280 service standards.

We also see that 1348 out of 2280 standard targets were met.

## Conclusion

## References

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