Single Window Service Delivery - Sources of Information


* **BC Government Agents** *
  1) Seidle, Rethinking The Delivery Of Public Services To Citizens.

**Ontario Kiosks**
- there are two types: Service Ontario Kiosks deliver a range of services from various provincial depts. such as address changes etc. Ontario Business Connects kiosks provide single window access to services required to start a business.

* **Ontario Business Connects** *
  2) Seidle, Rethinking the Delivery of Services to Citizens, 1997.
  3) Deputy Ministers Task Force on Service Delivery Models (cited above).
  4) 1996 IPAC Bronze Medal winner, Public Sector Management Vol. 7 No. 2.
  5) the [Ontario Business Connects](http://www.ontario.ca/)

* **Service Ontario** *
  1) DM Task Force On Service Delivery Models (cited above).
  2) 1997 IPAC Silver Medal winner, Public Sector Management Vol. 8 No. 2.
  3) [Service Ontario Website](http://www.serviceontario.gov.on.ca/)

* **HRDC Kiosk Projects** *
- there are literally 100's of projects involving the HRDC kiosks across the Country. Some articles/books that refer to them are:

  1) Bakvis in Alternative Service Delivery: Sharing Governance in Canada.
  2) Seidle, Rethinking The Delivery of Services To Citizens.
  3) Bronze Medal, [Ventures awards](http://www.venturesawards.com/)

These are all good examples that CCMD is currently researching for the Citizen-Centred Service Network. However, here are some others that I will be looking at:

  1) The [Aboriginal Single Window Initiative](http://www.aboriginal.gov.on.ca/)

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2) The Intergov Canadian web site
3) Vancouver Neighbourhood Integrated Service Teams (NISTs). See the 1997 IPAC awards - it won the gold medal. Public Sector Management Vol. 8 No. 2.
4) The Canada Business Service Centres
5) The Tawatinaw Regional Innovation Centre
6) Atlantic Canada Online
7) The Canadian Geospatial Data Infrastructure Initiative

Strategic Research & Planning Group

Canadian Centre for Management Development