

**EVALUATION OF THE BIZPAL SERVICE
MANAGEMENT RESPONSE AND ACTION PLAN**

RECOMMENDATION	MANAGEMENT RESPONSE AND PLANNED ACTION	MANAGEMENT ACCOUNTABILITY	ACTION COMPLETION DATE
1. Ensure that BizPaL content is reviewed and validated, as agreed to in the Intergovernmental Letters of Agreement (ILA).	<p>Agreed: The 2013-18 ILA stipulated that “The Parties agree that the Steering Committee (SC) is responsible for creating, updating and implementing an <i>Information Quality Management Framework</i> (IQMF) that includes the goals, processes and responsibilities required to implement effective quality management functions for the BizPaL Data”.</p> <p><u>Action Plan:</u></p> <p><u>Creation of an Information Quality Management Framework (IQMF):</u> In collaboration with the SC, the National BizPal Office (NBO) has created an IQMF which stipulates the rules governing all BizPaL participants as it relates to BizPaL content.</p> <p><u>Hire a Data Administrator:</u> The SC has approved hiring a resource to assist partners who have identified limited resources and/or funds required to update BizPaL content. This resource will be hired</p>	NBO	Complete
		NBO	Q1, 2016-17

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	<p>the Treasury Board Secretariat (TBS) as a point of reference.</p> <p><u>BizPaL Content Enhancement projects:</u></p> <ul style="list-style-type: none"> • Develop the proof of concept for the Expedited Business Service which will simplify the application process and consolidate all the information needed by SMEs to start a business. This translates to cost and time savings for small business owners and reduces the duplication of information they must provide across governments. • Restaurant Industry Bundle project. This project will explore ways to provide clients with a general understanding on the total cost, time and steps to secure the required permits/licences to start a full-service restaurant in participating jurisdictions. 	<p>NBO/ SC</p> <p>NBO/ SC</p>	<p>determined by the Task Force.</p> <ul style="list-style-type: none"> - Research and analysis (Q4 2015-2016) - Design and develop Proof of Concept (Q1 2016-2017) - Evaluate Proof of Concept (Q2 2016-2017) - Jurisdiction recruitment and data capture (Q3 2015-2016) - Analysis and design (Q4 2015-2016) - Develop and implement pilot (Q2 2016-2017)

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			- Evaluate pilot (Q4 2016-2017)
2. Address performance monitoring barriers and continue to pursue client feedback on the BizPaL Service to ensure that modern business needs are met.	<p>Agreed: The NBO will work with the BizPaL SC to continue to improve performance monitoring practices and exploit modern client feedback and research options to ensure that modern business needs are met.</p> <p><u>Action Plan:</u></p> <p><u>BizPaL data and statistics:</u></p> <ul style="list-style-type: none"> Maximize the use of Google Analytics to ensure that the NBO is able to generate statistics and produce a more complete picture of site traffic specifically as it relates to the BizPaL service, including traffic from all available referral sources leading to BizPaL such as the Canada Business Network (CBN) Application Programming Interface (API) and Canada.ca. 	NBO	Quarterly reports throughout the fiscal year.

