

Ministry of Transport – ServiceOntario Kiosk

Winner of an Institute of Public Administration of Canada (IPAC) award and a Commonwealth Association of Public Administration and Management (CAPAM) award.

November, 1997 – The Institute of Public Administration of Canada (IPAC) held its annual Award for Innovative Management ceremony. The competition recognized outstanding public sector organizational achievement and the theme that year was Breakthroughs: Connecting Citizens and Government. The Ontario Ministry of Transportation took the second place silver honour for its ServiceOntario Self-service Kiosk initiative.

On September, 9th, 1998, The Commonwealth Association of Public Administration and Management (CAPAM) gave out its International Innovations Awards in Malaysia. The theme for that year was “Service to the Public”.

The CAPAM International Innovations Awards Programme is offered to CAPAM members every two years. Members are invited to submit a 1,500-word description of a significant innovation in public administration and management, in accordance with the rules and theme of the Awards Programme. Submissions are judged by an international jury of esteemed public sector leaders. Winners are presented with the Gold, Silver or Bronze Award at the President’s Banquet at the CAPAM Biennial Conference.

ServiceOntario was part of the team that won the 1998 gold award. The Ontario Government’s service delivery was changed from paper to electronic delivery. This “One-Window” approach provided speed, simplicity and borderless transactions. Four cornerstones served as examples of Ontario’s approach to a customer-centred government:

1. ServiceOntario - Ontario’s “One-Window” to individuals
2. Ontario Business Connects - Ontario’s “One-Window” to Business Services
3. Teranet - Ontario’s “One-Window” to Land Services
4. Personal Property Security Branch - Ontario’s direct path to electronic financial services



The government of Ontario was looking for a convenient, cost effective vehicle that provided the public with one stop access to government information and transactions. They also wanted to provide that access when and where people needed it. They decided to go with IBM’s self service kiosks. IBM provided the kiosks, the software infrastructure (Consumer Device Services and Kiosk Manager) and the application.

The ServiceOntario kiosks are located in shopping malls and busy government offices. Customers can renew their vehicle stickers, change their address, renew their Outdoor Card, get “Used Vehicle Information Packages” and more. This extremely successful project continues to grow. Volumes are in the 80,000 to 95,000 transactions per month range and are still increasing.

Contacts

Rob Chan

Practice Leader – Self-service solutions
 IBM Global Business Services
robchan@ca.ibm.com
 905-316-4943